

Shetland Islands Council

Housing Benefit and Council Tax Reduction

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

- About this form
- About Housing Benefit and Council Tax Reduction
- Local Housing Allowance
- Second Adult Rebate
- Proof
- Filling in the form
- If you need help to fill in the form
- What to do next
- How your local council collects and uses information
- Changes you must tell your local council about



About this form

We have designed this claim form to be easy to fill in. It may look rather long, but there have to be enough 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 (for example, a few questions would not apply to most pensioners) 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.

About Housing Benefit and Council Tax Reduction

Housing Benefit can pay all or part of your rent. It may also give you some extra money towards things you have to pay for, like cleaning shared areas. Council Tax Reduction can pay all or part of your Council Tax. It cannot help with water charges or, if you live in Scotland, the Scottish Water Authority water and sewerage charges.

Local Housing Allowance

Local Housing Allowance (LHA) is a new way of working out Housing Benefit for private tenants in deregulated tenancies, who make a claim or move address, on or after 7th April 2008.

To find out more about deregulated tenancies and Local Housing Allowance, contact your local council.
Or visit www.direct.gov.uk

Second Adult Rebate

Second Adult Rebate is Council Tax Reduction 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 just claiming *Second Adult Rebate*, only fill in **Parts 1, 3, 14, 15, 16** and **17** of the form.

Proof

Your local council will need to see proof of some of the things you write about on the form. There is a checklist in **Part 15** of the form to help you. If you are not sure if your council needs to see proof of something, get in touch with them. They will tell you what they need to see. They cannot pay you benefit until they have seen the proof they need.

Filling in the form

Use black ink to fill in the form. 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 **No** or **Yes** questions by putting a **tick** in the relevant box. If you are picking an answer from a list of answers, **tick** the box which applies to you. Do not put a cross in any boxes. If you answer a question with a cross, your local council may 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 for them to sign.

If you need help to fill in the form

If you need any help, contact your local council. You can find their phone number and address in the business numbers section of your local phone book.

Or you can get in touch with an organisation like your local Citizens Advice Bureau. You can also find their phone number and address in the business numbers section of your local phone book.

What to do next

Please return the form either by post to:

Shetland Islands Council, Finance, Office Headquarters, 8 North Ness Business Park, Lerwick, Shetland ZE1 0LZ

Or in person by visiting the Benefits Section at the above address

Monday to Thursday 9.00am-5.00pm; Friday 9.00am-5.00pm

Or you can take the form and proof to your nearest council benefit office. Do not send valuable items such as bank books or passports in the post. Take them to your council's reception and they will get the information they need and give them back to you.

If you cannot get the proof they need straight away, do not worry. Send the form to them with the proof you do have and let them know that you will be sending some proof later. If you do not send the form to them straight away, you might lose money.

Do not send valuable items such as bank books or passports in the post.

How your local council collects and uses information

Your local council will use the information you give in this form, and in any supporting proof you send, to process your claim for Housing Benefit and Council Tax Reduction.

They may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue & Customs, as allowed by the law .

They may check information you have provided, or information about you that someone else has provided, with other information they hold. They may also get information about you from certain third parties, or give information to them to:

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

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

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

Your local council is the data controller for the purposes of the Data Protection Act.

If you want to know more about what information they have about you, or the way they use that information, please ask them.

Changes you must tell your local council about

For example:

- any of your children 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 or savings 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 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 or anyone living with you starts work
- you receive any decision from the Home Office, **or**
- anything you have told us about changes.

This is not a full list. If you are not sure, ask your council for advice. You must tell them about any changes in writing – a phone call is not enough.

If you do not tell them about any changes, you may lose money you are entitled to or you may get too much benefit.

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

It is an offence not to tell your council about any changes that may affect your benefit. They may take court action against you, and if they pay you too much benefit, you will probably have to pay it back.

A claim form for Housing Benefit and Council Tax Reduction

If you are just claiming Second Adult Rebate, only fill in Parts 1, 3, 14, 15, 16 and 17 of this form.

Are you (please tick every box that applies to you):

- 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?

No

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.

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	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Any other names you have used	<input type="text"/>	<input type="text"/>
Title (Mr, Mrs, Ms, other)	<input type="text"/>	<input type="text"/>
Address, including room number if you have one Do not tell us your partner's address if it is the same as yours. Postcode	<input type="text"/>	<input type="text"/>
What date did you move to this address?	<input type="text"/>	<input type="text"/>
Your daytime phone number	Code <input type="text"/> Number <input type="text"/>	Code <input type="text"/> Number <input type="text"/>
What is this number? Please tick.	Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>	Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>
Date of birth	<input type="text"/>	<input type="text"/>

You

Your partner

Letters Numbers Letter

Letters Numbers Letter

National Insurance (NI) number

You can find this on payslips, letters about your benefit or letters from the tax office. We cannot normally decide your claim if we do not have your NI number. We need to see proof of this.

If you do not have an NI number, or cannot find it, tick this box.

If your partner does not have an NI number, or cannot find it, tick this box.

Have you or your partner been paid Housing Benefit or Council Tax Reduction before?

No
Yes Please tell us about it below.

No
Yes Please tell us about it below.

When did you last get Housing Benefit or Council Tax Reduction?

Which council did you claim from?

What name did you use for the claim?

What address did you claim for?

Postcode

If you have moved from this address, have you told the council you claimed from?

No
Yes

No
Yes

If you or your partner have moved home in the last 12 months, tell us your last address if it is different from above.

Postcode

Tell us whether you were the homeowner, a private tenant, a council tenant or a lodger at this address.

We need to see proof of your and your partner's identity and NI number. See the checklist at Part 15



You

Your partner

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 two years?

No
Yes We may write to you about this.

No
Yes We may write to you about this.

What is your nationality?

If your nationality is not British, on what date did you last enter and apply to stay in the UK?

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

Are you or your partner in hospital at the moment?

No
Yes Please tell us about it below.

No
Yes Please tell us about it below.

When did you go in?

When will you come out, if you know?

Do you or your partner get Disability Living Allowance?

No
Yes How much?

No
Yes How much?

Care

£

£

Mobility

£

£

Do you or your partner get Attendance Allowance?

No
Yes We need to see proof of this.

No
Yes We need to see proof of this.

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

No
Yes We need to see proof of this.

No
Yes We need to see proof of 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 need to see proof of this.

No
Yes We need to see proof of this.



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

You

No

Yes How much do you pay and how often?
 £ every

Your partner

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

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 or youth training, or
- aged 16, 17, 18 or 19 and in education doing a course not higher than GCE A-level, SCE Higher level or GNVQ (advanced).

Are there any children in your household as described above?

No Go to **Part 3**.

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	Third child	Fourth child
Surname or family 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"/>
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"/>
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.



	First child	Second child	Third child	Fourth child
--	-------------	--------------	-------------	--------------

Does the child have any savings?

No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/> How much are their savings?	Yes <input type="checkbox"/> How much are their savings?	Yes <input type="checkbox"/> How much are their savings?	Yes <input type="checkbox"/> How much are their savings?
£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>

Is the child registered blind?

No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/> We need to see proof of this.	Yes <input type="checkbox"/> We need to see proof of this.	Yes <input type="checkbox"/> We need to see proof of this.	Yes <input type="checkbox"/> We need to see proof of this.

Does the child get Disability Living Allowance?

No <input type="checkbox"/>	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?	Yes <input type="checkbox"/> How much?
Care £ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Mobility £ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>

We need to see proof of this. We need to see proof of this. We need to see proof of this. We need to see proof of this.

Do you or your partner pay any childminding costs for this child to a registered childminder, a nursery or an after-school club?

No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/> Please tell us about it below.	Yes <input type="checkbox"/> Please tell us about it below.	Yes <input type="checkbox"/> Please tell us about it below.	Yes <input type="checkbox"/> Please tell us about it below.

Tell us the name and registration number of the minder.

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

How much do you pay a week?

£ <input type="text"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week
-------------------------------	-------------------------------	-------------------------------	-------------------------------

We need to see proof of this. We need to see proof of this. We need to see proof of this. We need to see proof of this.



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 aged 16 or over who nobody gets Child Benefit for.

No Go to **Part 4**.
Yes Fill in this section.

Surname or family name

Other names

Date of birth

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.

Do they get Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance or Pension Credit?

Do they get Disability Living Allowance or Attendance Allowance?

Are they registered blind?

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

First person	Second person	Third person
<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"/>

First person	Second person	Third person
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
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"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week

First person	Second person	Third person
No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
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"/>



	First person	Second person	Third person
Do they pay rent or money for board and lodgings to you or your partner?	N <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	N <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	N <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.
How much?	£ <input type="text"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week
Does this include money for food?	N <input type="checkbox"/> Yes <input type="checkbox"/>	N <input type="checkbox"/> Yes <input type="checkbox"/>	N <input type="checkbox"/> Yes <input type="checkbox"/>
Does this include money for heating?	N <input type="checkbox"/> Yes <input type="checkbox"/>	N <input type="checkbox"/> Yes <input type="checkbox"/>	N <input type="checkbox"/> Yes <input type="checkbox"/>
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"/> Yes <input type="checkbox"/> When are they expected to come out? <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When are they expected to come out? <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> When are they expected to come out? <input type="text"/>
Are they in hospital at the moment?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below.
When did they go in?	<input type="text"/>	<input type="text"/>	<input type="text"/>
When are they due to come out (if you know)?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Do they normally work for 16 hours or more a week?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us their earnings before any deductions. £ <input type="text"/> We need to see proof of their earnings.



First person

Second person

Third person

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.

No
 Yes Tell us about it below.

No
 Yes Tell us about it below.

No
 Yes Tell us about it below.

1 Where does this income come from?

How much is it before deductions?

£

£

£

2 Where does this income come from?

How much is it before deductions?

£

£

£

3 Where does this income come from?

How much is it before deductions?

£

£

£

We need to see proof of their income.

We need to see proof of their income.

We need to see proof of their income.

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

We call these people *partners* .

No
 Yes Tell us their names below.

is the partner of

is the partner of



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

No Go to **Part 5**.

Yes Answer both the questions in this part and then go to **Part 11**.

You

Your partner

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

No

Yes When did you start getting it?

No

Yes When did they start getting it?

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

No

Yes When did you claim?

No

Yes When did they claim?

Which benefit are you getting or waiting to hear about?

- Income Support
- income-based Jobseeker's Allowance
- Employment and Support Allowance
- Pension Credit

Which benefit are they getting or waiting to hear about?

- Income Support
- income-based Jobseeker's Allowance
- Employment and Support Allowance
- Pension Credit

We must see proof 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 proof.



Are you or your partner self-employed?

No Go to **Part 6**.

Yes Answer the questions on this page.

You must send us your trading accounts for the last financial year. If you have only recently set up the business and do not have a full year's accounts, we will need to see some other proof of your income. We will write to you about this.

	You	Your partner
What kind of work do you do?	<input type="text"/>	<input type="text"/>
When did the business start?	<input type="text"/>	<input type="text"/>
What is the business address?	<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>	<input type="text"/>
Do you have any business partners?	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us their name and address.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> Tell us their name and address.</p>
Postcode	<input type="text"/>	<input type="text"/>
How many hours a week do you usually work?	<input type="text"/>	<input type="text"/>
Do you get a Business Start-up Allowance?	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> How much and how often?</p> <p>£ <input type="text"/> every <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> How much and how often?</p> <p>£ <input type="text"/> every <input type="text"/></p>
Do you pay into a private pension scheme?	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> How much and how often?</p> <p>£ <input type="text"/> every <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> How much and how often?</p> <p>£ <input type="text"/> every <input type="text"/></p>

We must see proof of your earnings before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof

Do you or your partner work for an employer?

No Go to **Part 7**.

Yes Answer the questions on this page. If you or your partner 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.

You

Your partner

What kind of work do you do?

What is your employer's name and address?

Postcode

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 much do you get paid and how often?

£ every

£ every

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?



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?

No
Yes How much and how often?

£ every

£ every

We must see proof 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 proof. If you get tips or bonuses, tell us about these in Part 14 .



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.

You

Your partner

What other work do you do?

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

Postcode

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.

No

Yes Tell us about it below.

No

Yes Tell us about it below.

How much do you get paid and how often?

£ every

£ every

We must see proof 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 proof.



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

No Go to **Part 9**.
 Yes

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
- 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
- State Retirement Pension
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widowed Parent's Allowance
- Armed Forces Compensation Scheme (AFCS)
- 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.

	Y	Your partner
The name of the benefit or pension	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Waiting to hear	<input type="checkbox"/>	<input type="checkbox"/>
Getting now	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>
The name of the benefit or pension	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Waiting to hear	<input type="checkbox"/>	<input type="checkbox"/>
Getting now	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>
The name of the benefit or pension	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Waiting to hear	<input type="checkbox"/>	<input type="checkbox"/>
Getting now	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>	<input type="checkbox"/> How much, how often and by what method? £ <input style="width: 40px;" type="text"/> every <input style="width: 40px;" type="text"/> by <input style="width: 100px;" type="text"/>

We need to see proof of your and your partner's benefits and pensions See the checklist at Part 15.

Do you or your partner

- **have any money coming in that you have not already told us about?**
- **expect to have any other money coming in?**
- **delayed receiving any other money?**

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, the MacFarlane Trust or the Skipton Fund.

What is the money for?

Who gets it?

How much do they get paid and how often?

How is this paid?

When did they start getting this income?

When is the income likely to go up?

Other money 1	Other money 2	Other money 3
£ <input type="text"/> every <input type="text"/>	£ <input type="text"/> every <input type="text"/>	£ <input type="text"/> every <input type="text"/>



Other money 1

Other money 2

Other money 3

Does anyone owe money 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.

What for?

How much?

£

£

£

Who is it owed to?

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 proof 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 proof.



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 and stocks and shares.

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

Shares – approximate value

£

Shares – approximate value

£

We must see proof of any accounts, savings, investments or property before we can decide how much benefit you can get. Read the checklist at Part 15 to see what you can use as proof.

Do you or your partner have any National Savings Certificates?

No
 Yes We need to see the **original** certificates as proof.
 We will return the certificates to you.

Do any of your or your partner's 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?

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

No
 Yes We will write to you about it.

Do any children your are claiming for:

- own property or land in this country, or
- have any money or property held in trust?

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	<input type="checkbox"/>	You <input type="checkbox"/>	Your partner <input type="checkbox"/>
<hr/>			
A compensation payment made to victims of atrocities that happened during the Second World War	<input type="checkbox"/>	You <input type="checkbox"/>	Your partner <input type="checkbox"/>

Have you or your partner received a payment from the vCJD (Creutzfeldt-Jakob Disease) Trust?

No
 Yes We will write to you about it.



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? £

Do you own your home or have a mortgage?

- No Go to the next question.
- Yes Go to **Part 12**.

Are you a council tenant?

- No Answer the questions below.
- Yes Go to **Part 12**.

What sort of building do you live in?

Tick one box only.

- House Care home, or in Scotland care home
- Flat service
- Bedsit or rooms or a studio flat Other – give details
- Hostel
- Caravan, mobile home or houseboat
- Board and lodgings
- Hotel



Does your home have any of these?

Tick the boxes that apply.

central heating

a garden

a garage

a parking space

Who is responsible for decorating your home?

How many floors are there?

Do you and your household occupy only part of the building you have ticked?

No

Yes As you look at the building from the street, where in the building do you live?

At the left

At the right

At the front

In the middle

At the back

Which floors do you live on?

For example, ground floor, first floor.

How many rooms are there in the building?

Just for you and your household

That you share with other people

Living rooms

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms



Who has to pay the Council Tax bill for your home?

Tick the box that applies.

- You or your partner
- Your landlord
- Someone else Tell us who it is.

What is the Council Tax reference number?

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 13**.
- Yes** Answer the next question.

Do you or your partner pay rent to the council?

- No** Answer the questions below.
- Yes** Go to **Part 13**.

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.

Postcode

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?**

- No**
- Yes** What is the relationship?

is my landlord's or agent's

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.

When did you or your partner start renting your home?



When 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.

What sort of tenancy do you have?

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

How long is the tenancy for?

 to

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

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

£ every

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

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

No
Yes Tell us the details below.

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

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

£ every

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?

We must see proof 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 proof.



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 weeks in a year?

Are you behind with your rent?

No

Yes By how many weeks?

Does your rent include money for the following?

Tick the boxes if your rent includes money for the things we have listed.
If you tick a box, fill in the details to the right.

Meals	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
		Which meals?	Breakfast <input type="checkbox"/>	Lunch <input type="checkbox"/>	Evening meal <input type="checkbox"/>
Water authority charges	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Heating	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Lighting	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Hot water	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Electricity	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Fuel for cooking	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Laundry	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Cleaning rooms or windows	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Gardening	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
Garage or parking space	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>

Do you have to rent the garage as part of your tenancy agreement? **No**
Yes

Personal care and support	<input type="checkbox"/>	How much?	£ <input type="text"/>	every	<input type="text"/>
---------------------------	--------------------------	-----------	------------------------	-------	----------------------



Do you pay any service charges separate from your rent?

For example, for

- general counselling or support
- an emergency alarm system
- window cleaning, or
- lift maintenance.

No

Yes How much? £ every

What for?

Are you living away from home at the moment?

No

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?

Have you sublet your home?

No

Yes Who lives there now?

We must see proof 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 proof.



If you are a council tenant

Your council will pay any Housing Benefit you are awarded into your rent account.

If you rent your home from a private landlord

Your council will usually pay your benefit to you. Your council can pay your money

- straight into a bank, building society or National Savings Bank account
- by cheque.

It is then your responsibility to pay your rent to your landlord.

In some cases, your council can pay your money direct to your landlord. If you are unable to manage your rent payments, contact your council and ask them to pay your benefit direct to your landlord. Your local council may ask you for more information.

If you rent your home from a housing association

You can choose how your council pays your benefit. Your council can pay your money

- straight into a bank, building society or National Savings Bank account
- by cheque, or
- direct to your landlord.

If you are awarded Council Tax Reduction

Your council will pay your Council Tax Reduction into your Council Tax account.

Your council will normally pay your money into an account

Many banks and building societies will let you collect your money at the post office.

Your council will tell you if the amount they pay into the account is going to change.

Finding out how much your council has paid into the account

You can check your payments on account statements. If you think a payment is wrong, get in touch with your council straight away.

You must tick one of these boxes.**Tick this box if you would like to be paid into an account**

- Tell us about the account you want to use on the next page. By giving us your account details you agree that your council will pay you into an account.

If you are going to open an account, please tell your council your account details as soon as you get them.

Fill in the rest of this form. You do not have to wait until you have opened an account or contacted us.

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

- Go to **Part 14.**

Tick this box if you have rented your home since before 14 January 1989, and would like your Housing Benefit to be paid straight to your landlord.

- Go to **Part 14.**



About the account you want to use

- You can use an **account in your name**, or a **joint account**.
- You can use **someone else's account** if:
 - the terms and conditions of their account allow this, and
 - they agree to let you use their account, and
 - you are sure they will use your money in the way you tell them.
- You can use a **credit union account**. You must tell us the credit union's account details. Your credit union will be able to help you with this.
- If you are an **appointee** or a **legal representative** acting on behalf of the customer, the account should be in your name only.

Please tell us your account details below.

It is very important you fill in all the boxes correctly, including the building society roll or reference number, if you have one. If you tell us the wrong account details your payment may be delayed or you may lose money.

You can find the account details on your chequebook or bank statements. If you do not know the account details, ask the bank or building society.

Name of the account holder

Please write the name of the account holder exactly as it is shown on the chequebook or statement.

Full name of bank or building society

Sort Code

Please tell us all 6 numbers, for example: 12-34-56.

Account number.

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

Building society roll or reference number

If you are using a building society account you may need to tell us a roll or reference number. This may be made up of letters and numbers, and may be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.



Please use this space to tell us anything else you think we should know about.

Use a separate sheet of paper and attach it to this form if you need to.

If you are sending any separate sheets of paper with this form, tell us how many.

I am enclosing a filled-in *Paying benefit to your landlord* form.

I will send you a filled-in *Paying benefit to your landlord* form later.



Do not delay in sending this form in.

Please tick to say what proof you are sending with this form. We must see **original documents**, not copies.

Please do not send valuable items through the post. If you can, bring them into your nearest council benefit office. We will take the details we need and give you the documents back straight away. If you cannot get into the office, phone us for more advice.

If you do not provide all the proof we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one.

If you cannot send the proof we need at the moment, send the form back to us now and send the proof later. We can start to process your claim, **but we will not be able to pay you any benefit until we have all the proof**.

• **Proof of identity**

Such as a birth certificate, marriage or civil partnership certificate, passport, medical card, driving licence, UK residence permit, ID Card (Resident permit), EEC identity card or recent gas or electricity bill. We may need to see several of these documents for each person.

• **Proof of your address**

Such as a recent gas or electricity bill or a TV licence.

• **Proof of National Insurance number**

Such as a National Insurance number card, payslips or letters from social security or the tax office.

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

Such as all your bank, building society or post office books, full bank statements, or certificates for premium bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see proof of any interest or dividends you get on investments and savings. The proof you send must show details for at least the last three months.

• **Proof of earnings**

We also need this for any other adults living in your home.

This means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every month. If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than six months, a summary of your trading records so far.

• **Proof of other income**

We also need this for any other adults living in your home.

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 proof of any money people pay you for board and lodgings.

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

We also need this for any other adults living in your home.

Such as current award notices or letters from your Jobcentre Plus office, Jobcentre, social security office or Pension Centre confirming how much you get. If you do not have proof, let us know straight away.

• **Proof of private rent and tenancy**

Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord.

• **Proof of other money paid out**

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

Make sure you read and sign the declaration on page 30.

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 Please tell us about it below.

What has changed?
We need proof of any changes in your circumstances for this period.

Why you have not claimed before?

Part 17 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 understand** that this claim is made to you, my local council.
- **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 knowingly 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 Reduction, 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 know** that I must let you know in writing straight away about any change in my circumstances which might affect my claim.

Signature of person claiming

Date

Partner's signature

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

Part 18 What to do next

You should now have:

- filled in and signed the claim form for Housing Benefit and Council Tax Reduction
- collected any proof to support your claim – but remember not to send valuable items, and
- filled in the *Paying benefit to your landlord* form – if you want any benefit you may be entitled to paid to your landlord.

Send the above documents to us straight away. You can find our address in the phone book under Council .

If you are going to send proof or a filled-in *Paying benefit to your landlord* form at a later date, send these to us. You can find our address in the phone book under Council .



Sharing information with your landlord

Sharing information with your 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.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of your tenancy. In these circumstances, we can contact your landlord without your permission.

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 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.

Signature

Address

Full name
(in CAPITAL LETTERS)

Date



If you want us to pay your benefit straight to your landlord, you must sign this declaration.
Then tear this page off and give it to your landlord to sign.

Your declaration

Please pay my Housing Benefit straight to my landlord.

- **I understand** that I must always tell you, my council, about any change in my circumstances.
- **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

Date

Full name

(in CAPITAL
LETTERS)

Your landlord's declaration

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

I understand that by law:

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

and

Signature

Date

Full name

(in CAPITAL
LETTERS)



Under the Race Relations Act we have a responsibility to gather details of our clients' backgrounds. This information is used to help us with our equal opportunities policies.

This information is confidential and will be used only 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

Black

- African
- Caribbean
- Other black background Please specify

Chinese

- Any Chinese background

Mixed ethnic background

- Asian and white
- Black African and white
- Black Caribbean and white
- Other mixed ethnic background Please specify

White

- Any white background

Any other ethnic background

- Any other ethnic background Please specify

B Please indicate your nationality:

- British or mixed British
- Scottish
- English
- Welsh
- Irish

- Any other nationality Please specify



We would like your feedback about this PDF claim form

In this PDF form we have introduced a special feature that lets you save it in Adobe Acrobat Reader 5.1 and later . This means that you no longer have to complete the form in one session.

We would like your feedback about this form so that we can improve future versions.

Please email your comments to this email address:

benefits@shetland.gov.uk

