

Name and Address

For our use only

Date issued

Date received

Council Tax number

Reference number

Use this form to claim help with your rent and Council Tax when you move

Answer the questions by ticking the boxes and giving us the information we ask for. Please answer all the questions carefully as we rely on the information you give us when we work out your benefit award.

Your claim may be delayed if you do not answer all the questions on your form or if you provide incorrect information.

It is a criminal offence to knowingly give false information on a benefit claim.



The proof we need with this form

When you see this symbol, we need you to provide additional proof to evidence the answers you have given. We need to see **original documents**, not photocopies.

If you cannot send us all the proof we need with this form, do not delay returning the form to us, send us everything you have available, you then have one month from the date we receive your form to provide the additional proof. If you do not do this it will delay your claim and affect your potential entitlement.

If you find the text in this document difficult to read we can supply it in a format better suited to your needs. Please ask somebody who speaks English to contact this telephone number **0345 678 9001**

1 About you and your partner

Please provide your and your partner's details (if you have one)

A partner is someone you are married to or have a civil partnership with, or a person you live with as if you are their husband, wife or civil partner.

	You	Your Partner
Title <i>(Miss, Mr, Mrs, Ms Other)</i>	<input type="text"/>	<input type="text"/>
First name(s)	<input type="text"/>	<input type="text"/>
Last name	<input type="text"/>	<input type="text"/>
Other names you have been known by	<input type="text"/>	<input type="text"/>
Date of Birth	<input type="text"/>	<input type="text"/>
Mobile phone number	<input type="text"/>	<input type="text"/>
National insurance no.	<input type="text"/>	<input type="text"/>

2 About your home

Your address which you are claiming help with your rent or Council Tax for.

You

Your Partner

Address
Postcode

Address
Postcode

Is this address your normal home?

No Yes

No Yes

What type of home is it?

- A home you are buying
- A home you own
- A home you rent privately
- A home rented from Shropshire Council
- A home rented from a housing association or registered social landlord
- Someone else's home where you pay rent to live there (for example, lodgings)
- Someone else's home where you live as a friend, relative or for other reasons.
- Temporary accommodation (for example, bed and breakfast or a hostel)

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

When did you move in?

/ /

/ /

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

You must tell us when you have moved.

/ /

/ /

Are you a joint homeowner or joint tenant?

No Yes

No Yes

Please tell us the names of the other joint owners or tenants.

Please tell us the names of the other joint owners or tenants.

--

--

Address
Postcode

Address
Postcode

What was your previous address?

--

Please tell us why you left?

--

Was your previous home:
 owned by you?
 rented?
 other?

Was your previous home:
 owned by you?
 rented?
 other?

3 Other people who live with you

If anyone else lives with you, give their details in the table opposite.

(include children, subtenants, boarders and anyone else.)

If nobody else lives with you, write 'None' in the table

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

If anyone has moved into or out of your household since your last claim, please tell us the date of the change and the details.

4 About your tenancy

Are you claiming for help with your rent?

- No Please go to section 8,
 Yes Please give us details below.



We need to see proof of your tenancy and rent payments. These must be original documents, not photocopies, from the list below.

Please send us:

- Your tenancy agreement; and
- Proof of the rent you have paid (for example, your rent book or receipts).

If you do not have a tenancy agreement, please ask your landlord, landlady or agent to fill in the Confirmation of Tenancy Form at the back of this form.

4.a Tenancy details

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

What is their address?

Postcode

What is their phone number?

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

No Yes

Please give us details about this.

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

No Yes

4.a Tenancy details (continued)

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

No Yes

Does an agent deal with the tenancy?

No Yes

What is their name?

What is their address?

 Postcode

Do you have a written tenancy agreement?

No Yes

When did your tenancy start?

 / /

How long is your tenancy?

When does your tenancy end?

 / /

How much is your rent?

£

How often do you pay your rent?

every

Do you have any rent-free or non-payment weeks?

No Yes How many do you have?

4.b Your service charges

Does your rent include payment for service charges?

No Please go to section 4.c,

Yes Please tick the boxes below to tell us which services you pay for. Please also tell us how much you pay for them (if known).

Service	Amount you pay	Service	Amount you pay
Council Tax	<input type="checkbox"/> £ <input type="text"/>	Personal laundry	<input type="checkbox"/> £ <input type="text"/>
Heating	<input type="checkbox"/> £ <input type="text"/>	Fuel for cooking	<input type="checkbox"/> £ <input type="text"/>
Lighting	<input type="checkbox"/> £ <input type="text"/>	Window cleaning	<input type="checkbox"/> £ <input type="text"/>
Cleaning	<input type="checkbox"/> £ <input type="text"/>	Use of a washing machine or dryer	<input type="checkbox"/> £ <input type="text"/>
Hot water	<input type="checkbox"/> £ <input type="text"/>	Building insurance	<input type="checkbox"/> £ <input type="text"/>
Water rates	<input type="checkbox"/> £ <input type="text"/>	Contents insurance	<input type="checkbox"/> £ <input type="text"/>
TV licence	<input type="checkbox"/> £ <input type="text"/>	Personal care	<input type="checkbox"/> £ <input type="text"/>

Support costs - if you tick 'Yes' to any of the charges below, you may be able to get help to pay for them from the Supporting People Team

Warden services £

General counselling and support £

Emergency alarm system £

Please tick this box if you want to receive more information.

No Yes

What services are included?

Cleaning and maintenance Fuel Gardening

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

4.b Your service Charges (continued)

Does your rent include any other service charges?

No Yes

What are these services?

Are any of these service charges compulsory (that is, do you have to pay them)?

No Yes

Please tell us about these charges.

Does your rent include money for meals?

No Yes

What meals are provided?

Breakfast Lunch Evening Meal

Do you pay water charges direct to the water authority?

No Yes

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

No Yes

4.c Your accommodation

How many floors are there in your accommodation?

How many bedrooms are in your accommodation?

How many rooms are there in the building?

Please tell us:

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

In the whole building

For you and your family

Shared with other people

Living rooms			
Bedrooms			
Bedsitting rooms			
Kitchens			
Bathrooms			
Separate toilets			
Other			
What are these rooms?			
Total number of rooms			

Who is responsible for decoration?

Landlord You Not known

Is your home furnished by your landlord?

No Yes

How is it furnished?

Fully furnished Partly furnished Carpets and curtains only

Does your rent include payment for a garage?

No Yes

Can you rent your home without the garage?

No Yes

Does your home have central heating?

No Yes

4.c Your accommodation (continued)

Does your home have a garden?

No Yes

Does your home have a parking space?

No Yes

What type of house do you live in?

Please tick the box that best describes your home?

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

If you live in a flat, is it?

self-contained?
 self-contained over a shop?
 non self-contained

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

No Yes

Which floor do you live on?

Basement	<input type="checkbox"/>	First floor	<input type="checkbox"/>	Other (Please give details)	<input type="checkbox"/>
Ground floor	<input type="checkbox"/>	Second floor	<input type="checkbox"/>		

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

Front right	<input type="checkbox"/>	Front centre	<input type="checkbox"/>	Front left	<input type="checkbox"/>
Back right	<input type="checkbox"/>	Back centre	<input type="checkbox"/>	Back left	<input type="checkbox"/>

5 Sharing information with your landlord

Sharing information with your landlord would 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.

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

- you have claimed help with your rent
- we have made a decision on our 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 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.

Your signature

Date

 / /

Full name (please print)

Important notice: you must also sign the declaration at the end of this form.

6 Pay Housing Benefit or Local Housing Allowance

We will pay benefit towards your rent direct to your bank or building society account.

If you do not have an account for us to pay your benefit into, please contact us to discuss other ways we can pay you.

Name of your bank or building society

Bank or building society sort code

Your name on the account

Account number

Your signature

Date

 / /

If you rent your home from a housing association would you like us to pay the benefit directly to your landlord?

No Yes

7 Private tenants - who have difficulty managing their money

If you rent from a private landlord and have trouble managing your money, we may be able to pay benefit direct to your landlord. If you think this applies to you, please explain why.

We may contact you for more information about this.

8 Forms filled in by someone else

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

No

Yes The person who has filled in the form must fill in the details and sign below.

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

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

Name

Date

/ /

Signature

Relationship to the person claiming

Address

Postcode

Are you an officer of the court?

No Yes

9 Using a care of address or acting on behalf of somebody else

If you are unable to handle your own affairs, or would like somebody else to be able to discuss your claim on behalf please provide their details below.

Name of the nominated person or agency:

Their relationship to you

Their legal capacity to act on your behalf:

Enduring power of attorney Deputy
Appointee (authorised by the DWP) None

Nominee's telephone number:

Nominee's address:

 Postcode

Do you want your correspondence to be sent to your nominee?

No Yes

Nominee's signature:

Date:

If your nominated person has deputyship or power of attorney granted by the court of protection they should provide the certificates with this application

If your nominee does not have to have an existing legal authority to act, please sign below to give your authority. You can withdraw this authority at any time by writing to Shropshire Council revenues and Benefits at the address shown on [page 14](#).

I hereby give Shropshire Council permission to discuss this benefit claim with the person or agency named above

Signature of person claiming:

Date:

Do you want your correspondence to be sent to a care of address?

No Yes

Care of address:

 Postcode

Whose address is this?

Why do you need to use a care of address?

10 Tell us about a change in your circumstances and/or income

‘Don’t delay- tell us today’

If your circumstances change it’s your responsibility to let us know immediately. If you don’t tell us about these changes as soon as they occur, you may lose money you’re entitled to, or you may get too much benefit. If we pay you too much benefit, you’ll have to pay it back.

A change of circumstances can be any change to your household, income, capital or anything else which could affect the amount or rent or council tax you pay or the amount of benefit we award, if in doubt you should tell us.

Have any of your circumstances changed?

No Yes

What has changed?

Date of change (exact date)

What has changed?

Date of change (exact date)

If you need to tell us about more changes please continue of a separate sheet

11 Other information

Use this space to tell us:

- Other information we might need to consider; and
- If you want your claim to be backdated so it is paid from an earlier date, tell us the date you want your benefit to start from and why you did not claim before; or
- Any information you did not have enough space for on the form.

12 Declaration

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

I understand that you may take criminal proceedings against me if:

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

I must write and tell you about any changes to:

- my income, my partner's income and the income of anyone else who lives with me;
- my savings and my partner's savings;
- the number of people who live with me;
- my address and my rent, and
- my marital, or civil partnership status.

I declare that:

- I understand that it is my responsibility to tell you in writing about any change in my circumstances. (I understand that the Department for Work and Pensions will not do this on my behalf even if I tell them about the change).
- If this form has been filled in by someone else on my behalf, I have read it, or have had it read to me.
- The details given on this form are true and complete.
- I have permission from everyone else who lives with me to use their details to process my claim.

Section 4 - Proof of tenancy and rent - tick the box that applies to tell us about the proof of tenancy and rent

I do not rent a property I have enclosed proof with my form I will provide proof later

By signing below you are giving permission to check any information relating to your claim for benefit.

Your signature

Date

Your partner's signature

Date

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

Please return the form in the envelope provided.

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

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

No Yes

If 'Yes', please give their names and their relationship to you.

Return your completed form, and any accompanying documents by post to:
Shropshire Council, Revenues and Benefits, PO Box 4749, Shrewsbury, SY1 9GH

If someone else has filled in this form for you, they must sign the declaration in section 8.

Confirmation of Tenancy form

Please tear out this form.

Complete **PART 1**, then pass to you landlord, landlady or agent to complete **PART 2**.

They can send the form directly to us, or give it to you to return to us.

Send your application in straight away, **DO NOT** wait for this form to be filled in.

Part 1 - Tenant to complete

Name:

Claim reference: *(if known)*

Address:

 Postcode

Part 2 - Landlord, landlady or agent to complete

Whose name(s) is the tenancy in?

When did the tenancy start?

When did the tenant move in?

How much is the rent?

How often?

How many bedrooms in the property?

Does the rent include any payments for service charges?

No Yes

If **"Yes"** please tick which services are included in the rent, and tell us how much the tenant pays and how often.

Council tax	<input type="checkbox"/>	£	<input type="text"/>
Heating	<input type="checkbox"/>	£	<input type="text"/>
Lighting	<input type="checkbox"/>	£	<input type="text"/>
Cleaning	<input type="checkbox"/>	£	<input type="text"/>
Hot water	<input type="checkbox"/>	£	<input type="text"/>
Water rates	<input type="checkbox"/>	£	<input type="text"/>
TV license	<input type="checkbox"/>	£	<input type="text"/>
Personal laundry	<input type="checkbox"/>	£	<input type="text"/>
Meals	<input type="checkbox"/>	£	<input type="text"/>
Fuel for cooking	<input type="checkbox"/>	£	<input type="text"/>
Window cleaning	<input type="checkbox"/>	£	<input type="text"/>
Use of a washing machine or dryer	<input type="checkbox"/>	£	<input type="text"/>
Buildings insurance	<input type="checkbox"/>	£	<input type="text"/>
Contents insurance	<input type="checkbox"/>	£	<input type="text"/>
Warden services	<input type="checkbox"/>	£	<input type="text"/>
Emergency alarm system	<input type="checkbox"/>	£	<input type="text"/>
General counselling and support	<input type="checkbox"/>	£	<input type="text"/>
Personal care and support	<input type="checkbox"/>	£	<input type="text"/>

Part 2 - Landlord, landlady or agent to complete (continued)

How is the rent to be paid?

Cash Cheque Standing order or direct debit

Paid in full by benefit straight into my account

Other Please explain:

Does the tenancy agreement require housing benefit to be paid directly to you?

No Yes

What proof of payment do you give to the tenant?

Receipt Rent book Statement

Other Please explain:

Is the tenant currently behind with their rent payments?

No Yes

By how much are they currently in arrears? £

Is there any other information about the tenancy

Landlord/landlady's full name:

Landlord/landlady's address:

Postcode

Landlord/landlady's phone no.

Landlord/landlady's e-mail:

Agent's full name:

Agent's address:

Postcode

Agent's phone no.

Landline: Mobile:

Agent's e-mail:

Part 3 - Landlord, Landlady, Agent's declaration (Tenant to countersign)

I understand that, by law:

- I must tell you immediately if I find out about any change in the tenant's circumstances;
- You can stop payment of benefit, if I do not inform you of any change in circumstances;
- I can be prosecuted if I accept benefit when I know I am not entitled to receive; and
- If you pay me too much benefit for a tenant, I may have to repay it. You can take the amount of overpaid benefit from the benefit I receive for any tenant, this will not affect their rent.

I the undersigned have read, understand and accept the terms as above and hereby agree to accept benefit payments for the tenant named on this form.

Landlord/Landlady/Agent's signature	Print name	Date

Tenant's signature	Tenant print name	Date

Please return this completed form to:

Shropshire Council, Revenues and Benefits, PO Box 4749, Shrewsbury, Shropshire, SY1 9GH

How to contact us

Visit our website:

<http://www.shropshire.gov.uk/advice-and-benefits> or scan the QR code

We have information and Advice about Housing Benefit, Council Tax Support and other housing issues as well as other benefits and credits, you can also download forms or contact us online.



By email:

benefits@shropshire.gov.uk

By telephone:

0345 6789001

By post:

Shropshire Council, Revenues and Benefits, PO Box 4749, Shrewsbury, SY1 9GH

When completed please return this form and any accompanying documents
By post to the address above