

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

**Please read these notes before you fill in the claim form.**

**Then keep the notes in case you need to read them again in the future.**

## 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; and
- 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 18 of this form.

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

## If you need help

If you need any help, our phone number is 020 8891 7724. If you have problems hearing, our minicom number is 020 8831 6210.

You can come to see us at the Civic Centre, 44 York Street, Twickenham TW1 3BZ.

We are open from 9am to 5.15pm from Monday to Thursday and 9am to 5pm on Friday.

You can email us at [revben@richmond.gov.uk](mailto:revben@richmond.gov.uk)

There is more information about benefits and other Council services on the website at [www.richmond.gov.uk](http://www.richmond.gov.uk)

You can get independent help and advice from the Citizens' Advice Bureau. The address and phone number of your nearest bureau is in The Phone Book.

## Evidence

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

## What to do next

When you have filled in the form, sign it and send it to us, with the evidence we need to see. Or you can bring the form and evidence to us. Do not send valuable items such as benefit order books, bank books or passports in the post. Bring them to our reception and we will get the information we need and give them back to you.

If you cannot get the evidence we need straight away, do not worry. Send the form to us, but let us know that you will be sending some evidence later. If you do not send the form to us straight away, you might lose money. If you cannot get the evidence within 2 or 3 weeks, let us know. We may be able to help you.

## You must tell us about any changes

If your circumstances change after you have filled in this form, you must tell us straight away so that we can look at your benefit again. If you don't tell us about a change within one month you may lose money you are entitled to or you may get too much benefit.

You must tell us if:

- 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, savings or investments change;
- you or anyone living with you becomes a student, goes on a Youth Training Scheme, goes into hospital or a nursing home, goes into prison, or gets, changes or leaves a job;
- your rent changes;
- you move;
- you or your partner are going to be away from home for more than a month;
- you receive any decision from the Home Office; or
- anything else you have told us about changes.

You must make sure that you tell us about these changes. Don't rely on someone else to pass the message on. It is an offence not to tell us 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.

**We have a special team that investigates benefit fraud. If you have any information about false benefit claims please ring them on 020 8891 7839**

## How we will use your information

We will use the information you give in this form to process your claim for Housing Benefit and Council Tax Benefit. Please read the Council's Personal Information Policy.

### Personal Information Policy

The Council respects your privacy rights and is committed to ensuring that it protects your details, the information about your dealings with the Council and other information about you available to the Council ("your information").

The Council will use your information to:

- deal with your requests and administer its Departmental functions
- meet its statutory obligations
- prevent and detect fraud
- conduct surveys and research
- contact you with information about activities and events involving the Council or with offers which it thinks may be of interest to you

The Council may share your information (but only the minimum amount of information necessary to do the above and only where it is lawful to do so) with other Departments within the Council (including the elected members), central government Departments, law enforcement agencies, statutory and judicial bodies, community services providers and contractors that process data on its behalf.

The Council may also obtain information about you from third parties if this is necessary to meet its statutory obligations.

The Council may also use and disclose information that does not identify individuals for research and strategic development purposes.

You have a right to see your information (subject to certain exceptions and the payment of a fee).

If you have any requests concerning your information or any queries with regard to the Council's processing please contact the **Finance Department on 020 8831 6233**.

**Please contact us if you need a copy of these notes or the claim form in braille, large print, on audio tape or in another language.**

## Translation Advice

If you have difficulty understanding this booklet please visit Revenues and Benefits at the address below where we can arrange a telephone interpreting service.

Albanian

Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

Arabic

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

Bengali

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

Farsi

اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Gujarati

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

Panjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Urdu

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹرپرائیٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

Revenues & Benefits, London Borough of Richmond upon Thames,

Civic Centre, 44 York Street, Twickenham, TW1 3BZ

Telephone: 020 8891 7724 Minicom: 020 8831 6210

email: revben@richmond.gov.uk Website: www.richmond.gov.uk