

Claim form

Housing Benefit Education benefits Council Tax Benefit

Use this form to claim:

- Housing Benefit** – rent rebate or rent allowance to help with your rent.
- Council Tax Benefit** – (including Second Adult Rebate) to help with your council tax. Second Adult Rebate is help with council tax for people who have other adults on a low income living with them (but not a partner).
- Free school meals** – for children at state schools. See **note 9** for the rules about who qualifies.
- Secondary-school clothing grants** – for children in school years 7 and 10 at state schools. See **note 9** for the rules about who qualifies.

Fill in this form to claim all these benefits. We will write to tell you if you can get benefit, and how much, as soon as possible. See **Return this form** below.

- Don't use this form:**
- if you would prefer to claim online. You can do this at www.manchester.gov.uk
 - if you are **already getting** benefits from us and you are changing your address within Manchester. Use our shorter **change of address** form instead. You can get this from our Customer Service Centre without an appointment (see page 26 for the address), from some local housing offices, or by phoning us on 0161 234 5003. Or go to www.manchester.gov.uk/benefits/coa and print out the right form for your circumstances.

Council tenants who live **outside** the **Manchester** boundary can only claim rent rebate from us. Contact your local council to claim Council Tax Benefit and education benefits.

Return this form to us **straight away** or you may lose benefit.

Do not delay sending the form in because you are waiting for evidence of earnings or rent, for example. Send the form in – you can send evidence later. However, we will make a decision on your benefit (or contact you for more information) within **five working days** of receiving your form if you give us all the information and evidence we ask for at the same time as your form. If you can't send everything in with the form, send your evidence **as soon as you can** afterwards. Make sure we receive it within one month of sending us the form or we may not be able to pay you any benefit. Make sure your name and address are on anything you send us later.

Please read the notes over the page and after page 26 before you fill in the form. We are sorry this form is long but we need all the details and evidence we ask for to work out and pay your benefit.

Notes Please read these notes before you fill in the form. Then tear off and keep this page.

Filling in the form

- 1** If you have a partner, you only need to fill in one form between you. Please fill in your partner's details where we ask for them on the form.

By 'partner' we mean:

- someone you're married to
- a civil partner
- someone you live with as if you are married to them
- someone you live with as if you are civil partners.

A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.

We ask your partner to sign the form as well. This is so we can still deal with the form even if you are not allowed to claim yourself (for example, many students can't claim but their partner can as long as they are not also a student). Or, sometimes you may get more benefit if your partner claims instead of you. In these situations we'd still need to ask you to agree that your partner should be the person who claims, but it helps us if they have already signed the form.

If you are a joint tenant or joint owner with someone who is not your partner, the other joint tenant or joint owner needs to make their own claim for benefit, based on their share of the rent or Council Tax.

- 2** If you need help to fill in the form, phone the Benefits Service on 0161 234 5003. Or, you can make an appointment with an adviser at our Customer Service Centre in the city centre (see **note 6** for full address) or

at a benefits surgery at a local library. Phone 0161 234 5003 from 8.45am to 5pm, Monday to Friday, to make an appointment. If you have difficulty getting in to see us, we may be able to arrange a home visit. We can also arrange for an interpreter if you need help in another language to fill in the form. This form is also available in large print.

- 3** We ask some people in **part 4** and **part 9** about whether they were claiming benefit from a different council. This is because we may need to write to that council for more details to make sure we pay you as much benefit as possible.

- 4** In **parts 4** and **7** we ask if anyone is a 'carer'.
By a 'carer' we mean:

- someone who lives with and cares for a person (not the carer's partner or child under 18) who gets higher-rate Attendance Allowance, higher-rate care component of Disability Living Allowance or similar benefits
- someone who cares for a person for at least 24 hours a week, earns no more than £44 a week for this and works on behalf of a charity, a council or a Government department that provides their home
- someone who lives with the person they care for and who was introduced to them by a charity. The person they care for employs them for at least 24 hours a week and they earn no more than £44 a week for caring.

If you tell us someone is a carer, we may write to you for more details.

Students

- 5** Most full-time students in advanced (higher) education cannot get Housing Benefit. Advanced education includes degree courses, teacher-training courses, courses for training youth and community workers, and courses for the BTEC Higher National Diploma (HND), Higher National Certificate (HNC) and the BTEC Diploma in Management Studies.

However, some students in advanced education and some other students can still claim Housing Benefit.

You can claim if:

- you are a part-time student
- you are responsible for a dependent child
- you or your partner are 60 or over
- you are disabled
- you have a partner who is not a student.

If your partner is not a student, they need to make the claim.

You can also claim if you are under 19 and in further education. This means education after the age of 16 up to and including GCE A Level, BTEC National Diploma or National Certificate. And you can claim if you are under 22 and in further education, as long as you began your course or were accepted onto it before you were 19.

This is not a full list of students who can still claim – you can contact us for more details or see our website at www.manchester.gov.uk/benefits

Even if you can't claim Housing Benefit, you may be able to claim Second Adult Rebate if you are responsible for paying council tax and you live with people on a low income who are not students, as long as they are not your tenants.

Please tear along the dotted line and keep this page.

Claim form

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Please use **black ink** to fill in the form.

Are you claiming Second Adult Rebate only?

No **Yes** → Please only fill in **parts 1 to 7, 12 and 19** onwards.

If this is the first time you've claimed benefits from us, please say how you heard about Housing Benefit, education benefits or Council Tax Benefit.

For office use

Date contacted:

Date issued:

1 Your full name, address and contact details

Title (Mr, Mrs, Miss, Ms) and name: _____

Address (give your room or flat number if you have one):

Postcode: _____

We want to make a decision on your claim straight away. To do this we may need to ask you about the details you give us on this form.

Please give **all** your contact details below so we can deal with any queries quickly.

Home phone number: _____

Is this a textphone? **Yes** **No**

Work phone number: _____

Mobile phone number: _____

Email: _____

2 Are you:

- renting from the Council?
- renting a Council home managed by Northwards, Adactus (Renaissance Project) or Harvest (Grove Village)?
- renting from a housing trust or housing association? (please say which)
- renting from a private landlord?
- an owner-occupier?
- living in a hostel, commercial lodgings, guest house, bed and breakfast or hotel?
- lodging with relatives or friends? (please give the name of the tenant or owner-occupier you are staying with)
- other? (please say what)

3 Your home

1 Do you usually live at the address you gave in **part 1**?

Yes **No** → Please give your usual address.

If you are temporarily away from home, please say for how long and why.

2 Do you use any part of your home for a business?

No **Yes** → Please give details in **part 12**.

Say what part of your home you use and if you use it just for the business.

4 Your details (and your partner's if they live with you)

1 Do you have a partner who lives with you (see **note 1**)?

No → Just fill in the boxes in the column headed **You**.
Yes → You must answer all the questions about them, as well as yourself.

You

Your partner

2 Surname or family name

3 First names

4 Date of birth

 / /
 / /

5 National Insurance number
Please send evidence of this and your identity (see **note 6**).

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"/>

If you do not have a National Insurance number, tick this box.

If they do not have a National Insurance number, tick this box.

Are you getting interim payments from Jobcentre Plus while you are waiting for a National Insurance number?

Are they getting interim payments from Jobcentre Plus while they are waiting for a National Insurance number?

No

No

Yes → Please enclose evidence of all your payments (for example, your award letters).

Yes → Please enclose evidence of all their payments (for example, their award letters).

6 Tell us any other names you use or have used.

7 Have you moved into the address you gave in **part 1** yet?

No → When do you expect to move in?

No → When do they expect to move in?

 / /
 / /

Tell us your present address.

Tell us their present address.

You must write to tell us the date that you do move in.

You must write to tell us the date that they do move in.

Yes → What date did you move in?

Yes → What date did they move in?

 / /
 / /

Give your last address if this date is in the last 12 months.

Give their last address if this date is in the last 12 months.

Tell us whether you were the home-owner, a private tenant, a Council tenant or a lodger at this address.

Tell us whether they were the home-owner, a private tenant, a Council tenant or a lodger at this address.

4

Your details (and your partner's if they live with you)

	You	Your partner
8 If you moved into the address you gave in part 1 in the last 12 months, what date did you finally move out of your last address?	<input style="width: 100%; height: 20px; border: 1px solid black;" type="text" value="/ /"/>	<input style="width: 100%; height: 20px; border: 1px solid black;" type="text" value="/ /"/>
9 If you are a single parent, have you moved to the address you gave in part 1 from a different council's area?	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → Were you getting Housing Benefit or Council Tax Benefit as a single parent at your last address? (see note 3)</p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → Which council paid your benefit?</p>	<div style="border: 1px solid black; height: 40px; width: 100%; margin-top: 10px;"></div>
10 Have you or your partner lived in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man for the last five years?	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> → When did you last enter the United Kingdom (England, Northern Ireland, Scotland and Wales)?</p> <div style="text-align: center; border: 1px solid black; width: 100%; height: 20px; margin: 5px 0;"></div> <p>What is your nationality?</p> <div style="border: 1px solid black; width: 100%; height: 20px; margin: 5px 0;"></div> <p style="text-align: center; font-size: small;">We may write to you for more details.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> → When did they last enter the United Kingdom (England, Northern Ireland, Scotland and Wales)?</p> <div style="text-align: center; border: 1px solid black; width: 100%; height: 20px; margin: 5px 0;"></div> <p>What is their nationality?</p> <div style="border: 1px solid black; width: 100%; height: 20px; margin: 5px 0;"></div>
11 Are you or your partner:	<p><input type="checkbox"/> a carer (see note 4)?</p> <p><input type="checkbox"/> a full-time student?</p> <p><input type="checkbox"/> a student nurse?</p> <p><input type="checkbox"/> an apprentice?</p> <p><input type="checkbox"/> on youth training (work-based training for young people)?</p>	<p><input type="checkbox"/> a carer (see note 4)?</p> <p><input type="checkbox"/> a full-time student?</p> <p><input type="checkbox"/> a student nurse?</p> <p><input type="checkbox"/> an apprentice?</p> <p><input type="checkbox"/> on youth training (work-based training for young people)?</p>
12 Do you agree that we can share information about the progress of your claim and the result with your landlord or managing agent?	<p>We may write to you for more information if you have ticked a box above.</p> <p>No <input type="checkbox"/> → If you decide later that you do agree, just tell us in writing (see note 13).</p> <p>Yes <input type="checkbox"/> → Please sign below. This means we can tell your landlord or agent where your claim is up to (see note 13).</p> <p>We will not give your landlord or agent any information about:</p> <ul style="list-style-type: none"> – your personal or household circumstances – your financial circumstances. <p>I agree that the Benefits Service can share information about the progress of my claim and the result with my landlord or managing agent.</p> <p>Your signature</p> <div style="border: 1px solid black; width: 100%; height: 30px; margin-top: 5px;"></div>	

5 Dependent children and young people who live with you

We need to know about any children or young people in your household who you are responsible for and who are:

- a) under 16
- b) aged 16 or 17 and registered with Connexions for education, employment or training
- c) aged 16, 17, 18 or 19 and in education doing a course not higher than GCE A Level, NVQ level 3 or BTEC National Diploma that they started before they were 19
- d) aged 16, 17, 18 or 19 and in training on the 'Entry to employment' programme or 'Programme-led pathways into apprenticeships' that they started before they were 19.

1 Are you responsible for any children or young people who live with you and who are in any of the groups a,b,c, or d (see left)?

- No** → Go to **part 6** 'Illness or disability' on page 5.
Yes → Please fill in their details below. If you need more space, please use the 'Extra information' space in **part 12**.

Full name	Relationship to you or your partner	Date of birth	Tick if you get Child Benefit for them	Name and short address of school or college and say which group (a, b, c or d above) the child is in	Tick if they are blind	Do you get Disability Living Allowance for them? If Yes , say how much.
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £
		/ /				No <input type="checkbox"/> Yes <input type="checkbox"/> £

2 Please give us your Child Benefit number. This is on your award letter from the Child Benefit Office.

Numbers	Letters

Please also provide evidence that you get Child Benefit for the children and young people you have ticked above. This could be your latest award letter showing your current address, or your recent bank or building society statement (from within the last two months) showing payment of Child Benefit.

3 If you **don't** want free school meals for your child or children, even if you qualify for them, please tick here.

4 Do you or your partner pay for **childcare** for children under 15 (under 16 if the child is disabled) while you or your partner are at work?

Tick **Yes** if the payments are made to registered childminders, day nurseries, children's centres, after-school schemes or similar.

- No**
Yes → We will write to you about this.

5 If you **don't** want secondary-school clothing grants for your child or children, even if you qualify for them, please tick here.

6

Illness or disability

	You		Your partner
1 Are you or your partner getting the care component of Disability Living Allowance?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
2 Are you or your partner getting Attendance Allowance?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
3 Are you or your partner getting Constant Attendance Allowance with Industrial Injuries Disablement Benefit or with War Disablement Pension?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
4 Are you or your partner severely mentally disabled?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
5 Are you or your partner registered blind with Social Services Sensory Resource Centre or have you been in the last six months?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
6 Do you or your partner have an invalid car or private car allowance because of a disability?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
7 Are you or your partner unable to work because of ill health or a disability?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
If Yes:			
– are you or your partner covered by a sick note?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
– has Jobcentre Plus told you or your partner that you don't need to put in sick notes?	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
8 Are you or your partner in hospital at the moment?	No <input type="checkbox"/>		No <input type="checkbox"/>
	Yes <input type="checkbox"/> → When did you go in?		Yes <input type="checkbox"/> → When did they go in?
	<input style="width: 100px; height: 20px;" type="text" value=" / /"/>		<input style="width: 100px; height: 20px;" type="text" value=" / /"/>
	When do you expect to come out?		When do they expect to come out?
	<input style="width: 100px; height: 20px;" type="text" value=" / /"/>		<input style="width: 100px; height: 20px;" type="text" value=" / /"/>

7

Other people who usually live in your home or are staying with you (including joint tenants)

<p>1 Do other people live in your home or stay with you?</p>	<p>No <input type="checkbox"/> → Go to part 8 'If you or your partner work' on page 8. Yes <input type="checkbox"/> → Fill in a column for each person. If you need more space, use part 12.</p>			
	Person 1	Person 2	Person 3	Person 4
Full name				
Relationship to you or your partner				
Date of birth	/ /	/ /	/ /	/ /
National Insurance number				
<p>2 Are they:</p> <ul style="list-style-type: none"> – a full-time student? – a student nurse? 	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>
<ul style="list-style-type: none"> – on youth training (work-based training for young people)? – an apprentice? – a carer (see note 4)? – severely mentally disabled? 	<p>If Yes, please send evidence (for example, their student certificate).</p>			
<p>3 Are they in hospital at the moment?</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they go in? <input type="text"/> / <input type="text"/> / <input type="text"/></p> <p>When will they come out (if you know)? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they go in? <input type="text"/> / <input type="text"/> / <input type="text"/></p> <p>When will they come out (if you know)? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they go in? <input type="text"/> / <input type="text"/> / <input type="text"/></p> <p>When will they come out (if you know)? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they go in? <input type="text"/> / <input type="text"/> / <input type="text"/></p> <p>When will they come out (if you know)? <input type="text"/> / <input type="text"/> / <input type="text"/></p>
<p>4 Have they left school or further-education college in the last year?</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they leave? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they leave? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they leave? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they leave? <input type="text"/> / <input type="text"/> / <input type="text"/></p>
<p>5 Are they in legal custody at the moment (serving a prison sentence or on remand)?</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When are they expected to come out? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When are they expected to come out? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When are they expected to come out? <input type="text"/> / <input type="text"/> / <input type="text"/></p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When are they expected to come out? <input type="text"/> / <input type="text"/> / <input type="text"/></p>

7

Other people who usually live in your home or are staying with you (including joint tenants)

	Person 1	Person 2	Person 3	Person 4
6 Are they: <ul style="list-style-type: none"> – paying you rent or money for board and lodging? – a joint tenant with you? – a joint owner or buying your home with you? 	No <input type="checkbox"/> Yes <input type="checkbox"/> → Go to question 12 on this page.	No <input type="checkbox"/> Yes <input type="checkbox"/> → Go to question 12 on this page.	No <input type="checkbox"/> Yes <input type="checkbox"/> → Go to question 12 on this page.	No <input type="checkbox"/> Yes <input type="checkbox"/> → Go to question 12 on this page.
7 Are they on: <ul style="list-style-type: none"> – Income Support or income-based Jobseeker's Allowance? – Pension Credit? – income-related Employment and Support 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"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/>
8 Are they working?	No <input type="checkbox"/> Yes <input type="checkbox"/> → How many hours a week? <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> → How many hours a week? <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> → How many hours a week? <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> → How many hours a week? <input type="text"/>
9 Please give their gross weekly income (include wages before stoppages, all income from tax credits, benefits, pensions and so on, and any interest from savings).	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Please send evidence of all their income (for example, their last payslip if they are paid every month, their last two payslips if they are paid every week, their latest benefit award letter or their latest pension advice slip).				
10 Does their income include Attendance Allowance or Disability Living Allowance? If Yes , say how much a week.	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/>
11 Are they blind?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
12 Are any of the people who usually live with you civil partners or married to each other, or living together as if they are civil partners or married?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Tell us their names. <input type="text"/> is the partner of <input type="text"/>			

8 If you or your partner work

1 Do you or your partner do any unpaid work that we might expect you to be paid for (for example, in a family business or as a full-time volunteer)?

No

Yes → Please say who works, what kind of work it is and where they work. We may write to you about this.

2 Do you or your partner work for an employer?

No → Go to question 14 (about self-employment) on page 9.

Yes → Do you or your partner work for more than one employer?

No → Go to question 3.

Yes → Tell us about the other employers on another piece of paper and send it with this form. Please put your name and address on it. Now go to question 3.

3 What kind of work do you do?

You

Your partner

4 What is your employer's name, address and phone number?

Name: _____

 Address: _____

 Postcode: _____
 Phone: _____

Name: _____

 Address: _____

 Postcode: _____
 Phone: _____

5 What is your employee, works or payroll number?

6 When did you start this job?

/ /

/ /

7 How many hours a week do you work at this job?

8 How often do you get paid?

Every

Every

9 Do you get paid directly into a bank account?

No

Yes → We ask for evidence of your accounts in **part II**.

No

Yes → We ask for evidence of their accounts in **part II**.

10 When was your last pay rise?

/ /

/ /

11 When is your next pay rise due (if you know)?

/ /

/ /

12 Are you employed for a fixed period (for example, six months or a year)?

No

Yes → When will you finish?

/ /

No

Yes → When will they finish?

/ /

13 Can we contact your employer for evidence of your pay? (We will only do this if you answer **Yes** and you don't send us the payslips we need – make sure you answer question 4.)

No Yes

No Yes

8 If you or your partner work

We need evidence of your pay and your partner's pay from each job.

Please send your **most recent payslips** (and your partner's) from the job or jobs. We'll send them back to you.

If paid **weekly**, please send the **five** most recent payslips (no gaps).

If paid **monthly**, please send the **two** most recent payslips (no gaps).

- If you don't have these payslips, we can contact your employer for evidence of your pay if you give us permission in question 13 on page 8. Make sure you have given us your employer's details in question 4.
- If you've **just started a new job**, don't wait until you have payslips for five weeks or two months to send us your claim form. Send it straight away, with any payslips you have from the new job. We can contact your employer if we need more evidence of your pay in the new job – make sure you have answered **Yes** to question 13 to give us permission and have given us your employer's details in question 4.

Don't delay your claim – you can send your payslips to us after you have sent in this claim form if necessary. But please make sure we receive them within a month of sending us the form or we may not be able to pay you any benefit. Please remember to put your full name and address on any papers you send to us later.

14 Are you or your partner self-employed?

No

→ Go to **part 9** 'Details of your income (money coming in)' on page 10.

Yes

→ Go to question 15 below.

15 What kind of work do you do?

You

Your partner

16 When did you start the business?

/ /

/ /

17 What is the business name, address and phone number?

Name: _____

Address: _____

Postcode: _____

Phone: _____

Name: _____

Address: _____

Postcode: _____

Phone: _____

18 How many hours a week do you work as self-employed?

8 If you or your partner work

19 Are there any other partners in the business?

You

No

Yes → How many other partners are there?

Tell us their name and address. Use the space in **part 12** if you have more than one business partner.

Name: _____

Address: _____

Postcode: _____

Your partner

No

Yes → How many other partners are there?

Tell us their name and address. Use the space in **part 12** if they have more than one business partner.

Name: _____

Address: _____

Postcode: _____

You must send us your most recent trading accounts so we can work out your net profit (profit after deductions). We need accounts for your latest full trading year, or the year so far if it is a new business.

We also need details of your income tax and class-2 and class-4 National Insurance contributions for the last tax year (ended 5 April).

If you have no accounts, please send evidence of all your business income and spending for your last trading year, or part year if it is a new business.

Don't delay your claim – you can send us your trading accounts or evidence of business income and spending after you have sent in this claim form if necessary; but please make sure we receive the evidence within a month of sending us the form or we may not be able to pay you any benefit. Please remember to put your full name and address on any papers you send to us later.

9 Details of your income (money coming in)

1 Do you or your partner get Income Support?

You

No

Yes → When did you start getting it?

 / /

Your partner

No

Yes → When did they start getting it?

 / /

2 Do you or your partner get **income-based** Jobseeker's Allowance?

No

Yes → When did you start getting it?

 / /

No

Yes → When did they start getting it?

 / /

We ask about contribution-based Jobseeker's Allowance further on in the form.

9 Details of your income (money coming in)

<p>3 Do you or your partner get income-related Employment and Support Allowance (ESA)?</p> <p>We ask about contribution-based Employment and Support Allowance further on in the form.</p>	<p>You</p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did you start getting it?</p> <p style="text-align: center;">/ /</p>	<p>Your partner</p> <p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they start getting it?</p> <p style="text-align: center;">/ /</p>
<p>4 Do you or your partner get Pension Credit (Guarantee Credit)?</p> <p>We ask about Pension Credit (Savings Credit) further on in the form.</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did you start getting it?</p> <p style="text-align: center;">/ /</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they start getting it?</p> <p style="text-align: center;">/ /</p>

Have you moved recently?

If you or your partner get one of the benefits we ask about in questions 1 to 4 above and you've just moved, tell Jobcentre Plus or The Pension Service (whichever applies).
 If you don't tell them, we may not be able to pay you any benefit.

<p>5 Are you or your partner waiting to hear about a claim for Income Support, Jobseeker's Allowance, Employment and Support Allowance or Pension Credit?</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did you claim?</p> <p style="text-align: center;">/ /</p>	<p>No <input type="checkbox"/></p> <p>Yes <input type="checkbox"/> → When did they claim?</p> <p style="text-align: center;">/ /</p>
<p>Which benefit are you waiting to hear about?</p> <p><input type="checkbox"/> Income Support</p> <p><input type="checkbox"/> Jobseeker's Allowance</p> <p><input type="checkbox"/> Employment and Support Allowance</p> <p><input type="checkbox"/> Pension Credit</p>	<p>Which benefit are they waiting to hear about?</p> <p><input type="checkbox"/> Income Support</p> <p><input type="checkbox"/> Jobseeker's Allowance</p> <p><input type="checkbox"/> Employment and Support Allowance</p> <p><input type="checkbox"/> Pension Credit</p>	

If you or your partner get one of the following benefits, go straight to part 12 'Backdating benefit and extra information' on page 18 to continue with the form.

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit (Guarantee Credit)

Everyone else – please continue with the form on the next page (page 12).

9 Details of your income (money coming in)

In these questions, we ask if you or your partner get each income. If you do, we ask you to give the amount you or your partner get and how often you get it, (for example, every week, every month, every four weeks).

We need **evidence** of **all** your income. You must send evidence of the amount of each income you or your partner get. Please send **original documents**, not photocopies (for example, your latest benefit award letter or your latest pension statement). Please send all the pages.

Benefits, allowances and pensions for illness and disability

6 Do you or your partner get Attendance Allowance?

You

No

Yes → Say how much and how often.

£ every

Your partner

No

Yes → Say how much and how often.

£ every

Does anyone claim Carer's Allowance for looking after you?

No Yes

Does anyone claim Carer's Allowance for looking after them?

No Yes

7 Do you or your partner get Disability Living Allowance?

No

Yes → Say how much and how often.

Care: £ every

No

Yes → Say how much and how often.

Care: £ every

Mobility: £ every

Mobility: £ every

Is some or all of your allowance paid to the Motability Fund?

No Yes

Is some or all of their allowance paid to the Motability Fund?

No Yes

Does anyone claim Carer's Allowance for looking after you?

No Yes

Does anyone claim Carer's Allowance for looking after them?

No Yes

8 Do you or your partner get contribution-based Employment and Support Allowance (ESA)?

No

Yes → Say how much and how often.

£ every

No

Yes → Say how much and how often.

£ every

Have you moved to the address you gave in **part 1** from a different council's area (see **note 3**)?

No

Yes → Were you getting Housing Benefit or Council Tax Benefit at your last address?

No

Yes → Which council paid your benefit?

Have you moved to the address you gave in **part 1** from a different council's area (see **note 3**)?

No

Yes → Were they getting Housing Benefit or Council Tax Benefit at their last address?

No

Yes → Which council paid their benefit?

9

Details of your income (money coming in)

	You	Your partner
9 Do you or your partner get Incapacity Benefit?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>
10 Do you or your partner get Industrial Injuries Disablement Benefit?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>
	Are you getting Constant Attendance Allowance with this? No <input type="checkbox"/> Yes <input type="checkbox"/>	Are they getting Constant Attendance Allowance with this? No <input type="checkbox"/> Yes <input type="checkbox"/>
11 Do you or your partner get Severe Disablement Allowance?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>
12 Do you or your partner get Statutory Sick Pay (SSP)?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>
13 Do you or your partner get War Disablement Pension?	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>	No <input type="checkbox"/> Yes <input type="checkbox"/> → Say how much and how often. <div style="border: 1px solid black; padding: 2px; width: 150px; margin-top: 5px;">£ every</div>
	Are you getting Constant Attendance Allowance with this? No <input type="checkbox"/> Yes <input type="checkbox"/>	Are they getting Constant Attendance Allowance with this? No <input type="checkbox"/> Yes <input type="checkbox"/>
	Are you getting Mobility Supplement with this? No <input type="checkbox"/> Yes <input type="checkbox"/>	Are they getting Mobility Supplement with this? No <input type="checkbox"/> Yes <input type="checkbox"/>
14 Do you or your partner get the disability part of Working Tax Credit?	No <input type="checkbox"/> Yes <input type="checkbox"/> → We ask more about Working Tax Credit in the 'Other benefits and allowances' section next.	No <input type="checkbox"/> Yes <input type="checkbox"/> → We ask more about Working Tax Credit in the 'Other benefits and allowances' section next.

9 Details of your income (money coming in)

15 In this part of the form, you must tick **Yes** or **No** for each income to show which incomes you and your partner get. You must fill in the amount when you tick **Yes** and say how often you or your partner get it (for example every week, every month, every four weeks).

We need **evidence** of **all** your income. You must send evidence of the amount of each income that you or your partner get. Please send **original documents**, not photocopies (for example, your latest benefit award letter or your latest pension statement). Please send all the pages.

Other benefits and allowances	You		Your partner	
Bereavement Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
What date did it start?		<input type="text"/> / <input type="text"/> / <input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/>
Carer's Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Child Benefit	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Child Tax Credit	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Fostering Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Contribution-based Jobseeker's Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Maternity Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
New Deal Training Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Reduced Earnings Allowance or Retirement Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Statutory Adoption Pay	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Statutory Maternity Pay	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Statutory Paternity Pay	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Widowed Mother's Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Widowed Parent's Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Work-based Learning Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
Working Tax Credit	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>
What date did it start?		<input type="text"/> / <input type="text"/> / <input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/>
Youth Training or Government Training Allowance	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	£ <input type="text"/> every <input type="text"/>

9

Details of your income (money coming in)

Pensions		You		Your partner		
Occupational (works), personal or private pensions after tax (include any pension from a partner who has died). What date did it start? What is the date of the next increase (if you know)?	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
	Yes <input type="checkbox"/>			Yes <input type="checkbox"/>		
			/ /			/ /
		/ /			/ /	
Have you or your partner put off taking all or part of a personal or occupational pension?	No <input type="checkbox"/>			No <input type="checkbox"/>		
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Pension from abroad	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
State Pension	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Pension Credit (Savings Credit)	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Armed Forces and Reserve Forces Compensation Scheme	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
War Widow's or War Widower's Pension If this includes a supplementary pension, also give this amount separately here.	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
		£	every		£	every
Widow's or Widower's Pension	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Earnings		You		Your partner		
Wages	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Sick pay from work	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Other income		You		Your partner		
You don't need to tell us about any payments you or your partner get from the Macfarlane Trusts, 'the Fund' or the Eileen Trust for people with HIV, the Skipton Fund or the Independent Living Funds. Except for these, you must tell us about all your income and send evidence of each income – original documents , not photocopies.						
Maintenance paid for you	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Maintenance paid for your child or children	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Money from people who pay you for board and lodging	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Money from subtenants	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		
Money from letting other property	No <input type="checkbox"/>	£	every	No <input type="checkbox"/>	£	every
Yes <input type="checkbox"/>				Yes <input type="checkbox"/>		

9 Details of your income (money coming in)

Other income continued	You	Your partner
Student loan or grant	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> every <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> every <input type="text"/>
Any other money except interest. Please say what it is.	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> every <input type="text"/> <input type="text"/>	No <input type="checkbox"/> Yes <input type="checkbox"/> £ <input type="text"/> every <input type="text"/> <input type="text"/>

We need evidence of all your income. You **must** send evidence of **all** the amounts that you or your partner get. Please make sure you send evidence for all the incomes you have told us about in questions 6 to 15 on pages 12 to 16.

Please send **original** documents, not photocopies (for example, your latest benefit award letter, your latest pension statement or your latest student financial support notice). Please send all the pages.

16 Do you charge anyone for living in part of your home?
No
Yes → Please give their name. Give the amount in the 'Other income' part of the table on page 15.

Does what you charge cover:

heating? meals?

17 Have you or your partner claimed Carer's Allowance and been told that you are **entitled** to it, even if you don't receive it because you are getting another benefit instead?

No

Yes → Please say who claimed and when.

 Date: / /

18 Are you or your partner waiting to hear about your claim for any of the benefits or allowances in the questions on pages 12 to 16 or any other benefits?

No

Yes → Say which benefit and what date you claimed.

 Date: / /

19 Is any of your income, or your partner's income, paid into a bank, building society or post office account (including current accounts, basic bank accounts, post office card accounts and Girobank accounts)?

No

Yes → Give details in question 1 on page 17.

10 Money you pay out

If you pay for childcare, please make sure you have answered question 4 on page 4.

1 If you have a child who is a student in advanced education (for example, on a degree course or any course higher than A level), do you or your partner pay any money towards his or her keep?

No

Yes → Please say how much you pay **each week** and enclose evidence.

 £

2 Do you or your partner pay into a personal (private) pension scheme or stakeholder pension scheme?

No

Yes → Please say how much you pay and how much your partner pays and enclose evidence.

You

£ each week

or

£ each month

Your partner

£ each week

or

£ each month

11 Capital, savings and investments, including all bank accounts

1 Do you or your partner have any accounts in **banks, building societies or the post office** (including current accounts, basic bank accounts, post office card accounts and Girobank accounts)?

No

Yes → Give the name, branch and amount in each account.

Please send original statements showing all transactions for the last two full months for each account (send just the latest one for a post office card account). We can't accept photocopies or mini-statements from a cash machine. We can accept internet banking statements printed by you.

	£
	£
	£
	£

2 Do you or your partner have any **ISAs, TESSAs, TOISAs, Premium Bonds**, other investments or other money, including savings held as cash?

No

Yes → For ISAs, TESSAs, or TOISAs, give the bank name, branch and amount in each account.

Please give details of all amounts invested or saved, and send evidence.

	£
	£
	£

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

No

Yes → Give details and provide evidence.

Issue number (for example, 25th, 33rd, 4th index-linked)	Total purchase price (on certificates)
--	--

	£
	£
	£

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

No

Yes → Give details, including how many. Please send evidence, for example, dividend statements or certificates.

5 Do you or your partner own or partly own **any** property, land or timeshare, either in the UK or abroad (don't count where you live now)?

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

No Yes → Give the address.

6 If you or your partner have received arrears of any social security benefits or tax credits in the last year and that money is part of your savings, please give details of the benefit, the amount and the date you received it. By arrears, we mean an amount that was owed to you.

7 Have you or your partner received the £10,000 special payment for Far Eastern Prisoners of War?

No Yes → Please send evidence.

8 Have you or your partner received a compensation payment for victims of German atrocities during the Second World War?

No Yes → Please send evidence.

9 Have you or your partner received a lump-sum payment of State Pension (retirement pension) because you have put off taking your pension for at least a year?

No Yes → Please send evidence.

We ask question 7, 8 and 9 to make sure we do not count these payments as part of your savings.

10 Have you or your partner received any special payments for variant Creutzfeldt-Jakob disease sufferers and their families?

No Yes → Please send evidence.

Please provide evidence of your capital, savings and investments where we have asked for it or we may not be able to pay you any benefit. All documents must be **original**, not photocopies but please don't send valuable documents through the post. See **note 6** for where to take them.

12 Backdating benefit and extra information

Housing Benefit and Council Tax Benefit usually start on the Monday after the claim form arrives at the Benefits Service, but sometimes we can backdate the start of your benefit.

There are two backdating rules that are based on your age. The age limits are changing for some people.

- If you were born **before 6 April 1950**, the rules for **older people** apply to you.
- If you were born **on or after 6 April 1955**, the rules for **younger people** apply to you until you become 65 years old. When you are 65, the rules for **older people** apply to you.
- If you were born between **6 April 1950** and **5 April 1955**, the age you must be for the rules for **older people** to apply to you will be between 60 and 65, depending on your date of birth. We will work out whether the 'older people' or 'younger people' rules apply to you.

Backdating for older people

We can sometimes backdate the start of your benefit (but not education benefits) for up to **three months** before the date you claimed.

If you think we should do this, please give us the following information:

- the date you want us to start your benefit from
- details and evidence of the money you had coming in during the time between the date you want your benefit to start and now
- details of who was in your household at the time.

Backdating for younger people

We can sometimes backdate the start of your benefit (but not education benefits) for up to **six months** before the date you claimed. However, there must be a **good reason** why you did not claim sooner. If you think we should backdate your benefit, tell us:

- the date you want us to start your benefit from
- why you didn't claim sooner. Please give us as much information as you can.

You must also give us:

- details and evidence of the money you had coming in during the time between the date you want your benefit to start and now
- details of who was in your household at the time.

If you have any extra information that you think would help us with your claim, please give details here.

You can continue on a separate sheet of paper if you need to.

Please put your name and address on any separate sheets.

13 How we will pay your benefit if you qualify

Housing Benefit Council tenants

We pay Housing Benefit straight into your rent account. You will have less to pay each week. The organisation that manages your home (for example, Northwards Housing) will send you a letter showing your new amount to pay.

Private tenants, housing association tenants and all others who pay rent

The part of the form for private tenants (**part 14** onwards) explains how we pay your Housing Benefit. Read on for how we pay your other benefits (if any). Then please go to **part 14**.

Council Tax Benefit

We pay your benefit straight into your council tax account so you have less to pay. You will get a new council tax bill to tell you how much you still have to pay. If your benefit puts your account in credit, you can ask the Council Tax Service to pay you the credit by cheque.

Education benefits

Free school meals – we tell your child's school to provide free meals.

Secondary-school clothing grant – we send you a letter once a year to take to the Post Office to collect the grant.

If you are a **private tenant**, we need details of your rent and tenancy.

Please continue with the form – go to **part 14**.

Private tenants include:

- anyone whose landlord is not the Council
- lodgers
- housing association and housing trust tenants.

Everyone else – please go to **part 19** to continue with the form.

14 About your landlord or managing agent

- 1 Name and address of your landlord – if your landlord isn't the owner of the property but manages it for someone else, please give the **owner's** details here and the **manager's** details in 2.

Name: _____

Address: _____

Postcode: _____

Phone: _____

We **can't pay** benefit without full details of the owner and any agent.

You have a legal right to know the owner's name and address if you ask the managing agent in writing.

If you need help with this, please phone Community Legal Advice Services (CLAS) on 08444 111 222.

- 2 Name and address of **managing agent** (if different from 1)

Name: _____

Address: _____

Postcode: _____

Phone: _____

Don't delay your claim – you can send us your landlord's details after you have sent in this claim form if you need time to get the information; but make sure we receive them within a month or we may not be able to pay you any benefit. Make sure your name and address are on anything you send us later.

- 3 Are you, your partner, or anyone in your household a director or employee of a company that is your landlord or managing agent?

No

Yes → Who is the director or employee?

- 4 Are you, your partner or anyone in your household a trustee or beneficiary of a trust that is your landlord or managing agent?

No

Yes → Who is the trustee or beneficiary?

- 5 Is the landlord or managing agent (or their partner) related to you or anyone in your household? This includes:

- related through marriage or civil partnership, even if the marriage or civil partnership has ended
- related through living together as if married or civil partners, even where this relationship has ended
- being a parent of your child.

No

Yes → What is the relationship?

15 More about your home

1 Do you live in (please tick):

- | | | | |
|---|---|----------|---|
| <input type="checkbox"/> a maisonette? | <input type="checkbox"/> a bedsit, room or rooms? | } Is it: | <input type="checkbox"/> detached? |
| <input type="checkbox"/> a flat in a house? | <input type="checkbox"/> a house? | | <input type="checkbox"/> semi-detached? |
| <input type="checkbox"/> a flat in a block of flats? | <input type="checkbox"/> a bungalow? | | <input type="checkbox"/> terraced? |
| <input type="checkbox"/> a flat over a shop or offices?
→ (Give the name of the shop or office.) | | | |

2 Please read **note 10** at the back of the form before you answer this question.

How many floors are there in the building you live in?

If you live in a flat, bedsit, rooms or part of a house, which floor or floors do you live on?

Which part of that floor or floors do you live on (for example, all, back or front)?

3 Please tell us about the rooms in your home. Don't tick the boxes. Say how many of each room you have, how many are just for you and your family, and how many you share with other families.

	Living rooms	Bedrooms	Bedsits	Kitchens	Bathrooms	Toilets	Other rooms
How many of these rooms do you have in your home?							
How many of these rooms are just for you and your family?							
How many rooms do you share with people not in your family? For example, you might share a bathroom with other families.							

4 Is there furniture provided by your landlord?
 No
 Yes → Is it furnished: **fully?** **partly?**

8 Does your home have a parking space?
 No
 Yes → Did you have to rent it as part of your tenancy agreement?
 No Yes

5 Does your home have central heating?
 No Yes

9 Does your home have a garden?
 No Yes

6 Who is responsible for decorating inside your home?
 You Your landlord

10 Do you live in 'supported accommodation'? (This means you get advice and support from, for example, your landlord, a warden or support worker.)
 No Yes

7 Does your home have a garage?
 No
 Yes → Did you have to rent it as part of your tenancy agreement?
 No Yes

15 More about your home

11 Do you have a main home somewhere else?
Tick **Yes** even if you don't pay rent for it.

No Yes → What is the address?

Postcode

How much do you pay for this home?

£	_____	every
---	-------	-------

12 Have you or your partner ever owned the home you are now renting?

No Yes → What date did you sell it?

_____	/	_____	/	_____
-------	---	-------	---	-------

Please say why you sold it.

13 Were you or your partner getting Housing Benefit for any address outside Manchester in the last 12 months?

No Yes → Please give the address.

Postcode

What date did this Housing Benefit end?

_____	/	_____	/	_____
-------	---	-------	---	-------

14 Do you or your partner **regularly** receive overnight care from a carer or carers who **do not** live in your home?

No Yes → How often does a carer stay overnight to care for you or your partner?

Who receives the care?

You Your partner Both of you

We may write to you about this.

16 Your rent

1 How much is the rent (or the charge) you pay?

£	_____
---	-------

2 Is this for:

a week? two weeks? four weeks?
 a calendar month? three months?
 other? Please say how long it's for.

3 When is the next rent increase due (if you know)?

_____	/	_____	/	_____
-------	---	-------	---	-------

4 Do you get any rent-free weeks?

No Yes → Please say how many and when.

5 Has the rent been registered by the Rent Officer, the Rent Tribunal or the Rent Assessment Committee?

No Yes

6 Are you behind with your rent?

No Yes → Say by how many weeks and how much you owe on the day you are filling in this form.

We may write to ask you for evidence that you have paid your rent.

7 When did your tenancy begin?

_____	/	_____	/	_____
-------	---	-------	---	-------

8 Is your tenancy an assured tenancy?

No Yes

9 Is it an assured **shorthold** tenancy?

No Yes → What is the period of the tenancy?

From

_____	/	_____	/	_____
-------	---	-------	---	-------

 to

_____	/	_____	/	_____
-------	---	-------	---	-------

Please send your tenancy agreement as evidence of your current rent. This must be an **original** document, not a photocopy. See **note 8** at the back of the form. Make sure we receive it within a month of your claim form.

17 What your rent pays for

1 Do you get your own water bills from United Utilities?

No Yes

2 Does your rent include money for:

heating? No Yes

hot water? No Yes

fuel for cooking? No Yes

lighting? No Yes

Is there a separate amount in your rent for any of these?

No Yes → How much is the separate amount?

£

3 Does your rent include money for any meals?

No Yes → Please say:

how many breakfasts you get each week.

how many lunches you get each week.

how many evening meals you get each week.

4 Does your rent include money for heating or lighting parts of your home that you **share** with other tenants (for example, halls and stairways)?

No Yes

5 Does your rent include money for:

cleaning your room? No Yes

cleaning **shared** parts of your home? No Yes

window cleaning (outside windows)? No Yes

gardening? No Yes

an emergency alarm system? No Yes

having your laundry done? No Yes

support? No Yes

(This includes general advice and support (for example, from a warden or support worker).

personal care or nursing care? No Yes

(For example, help with bathing, dressing, medication, help at mealtimes and counselling for health problems.)

any other services?

No Yes → Please say what.

If you are:

- aged 24 to 35 and
- living alone in self-contained accommodation (this means that you don't share any rooms with anyone) and
- a tenant of a **private landlord**

please answer the question below.

Everyone else: - including tenants of housing associations and housing trusts, please go straight to **part 18** on the next page to continue with the form.

We ask this question because these details will help us to pay you as much benefit as possible.

Have you ever lived in a hostel (or hostels) for homeless people (see **note 14**)?

No

Yes → Did you live in the hostel (or hostels) for at least three months altogether? Answer **Yes** if the time you lived in these hostels adds up to three months or more.

No

Yes → Please give details for each hostel including when you lived there.

Continue in **part 12** if you need more space.

Hostel name: _____
 Address: _____
 _____ Postcode: _____
 From: / / to: / /
 Who ran the hostel?
 (for example, Salvation Army) _____

Hostel name: _____
 Address: _____
 _____ Postcode: _____
 From: / / to: / /
 Who ran the hostel?
 (for example, Salvation Army) _____

Paying you

The Local Housing Allowance (LHA) rules (see **note 11**) mean we must normally pay your benefit to you, not your landlord. You must make arrangements to pay your rent to your landlord yourself. We make payments in arrears (in other words, at the end of the period they are for).

We will pay your benefit into **your bank or building society account**. This is the safest and easiest way to receive your benefit.

- 1 Please fill in your bank or building society details in the box below. We **can't** pay your benefit into a post office card account.

Your bank or building society details

Name of the bank: _____

Address of the branch: _____

Postcode: _____

Name account is in (as on your statement): _____

Roll number (if a building society): _____

Account number: _____

Branch sort code: _____

- 2 How often would you like us to pay you?

Every four weeks Every two weeks

Please note:

We can't pay **you** if you owe your landlord at least eight weeks' rent. We must pay your landlord.

In some circumstances, we may decide to make the first cheque payable to your landlord. We will send it to you, to give to your landlord. We will also write to your landlord to tell them we are making the first payment to them. After this we will pay you.

If you don't give us your bank details, we will pay you by cheque sent to your address. You must then pay the cheque into a bank or building society account.

If you do not already have a bank account, you will need to open one. We can give you advice about this. If you think you may need help managing your benefit and paying your rent to your landlord, we can give you details of where to get advice.

Paying straight to your landlord instead

We can only pay your Housing Benefit straight to your landlord in the situations below. If any of these apply, please tick the box and give any details we ask for. We can only pay benefit straight to landlords every four weeks, not every two weeks.

- Your landlord is a **housing association** registered with the Tenant Services Authority.
 Tick here if you want us to pay your landlord.
- You live in **board and lodging, hostel** or **supported** accommodation.
 Tick here if you want us to pay your landlord.
- You have **difficulty managing your finances** or you are **unlikely to pay your rent**.

If you will not be able to pay your rent to your landlord because you cannot manage your own money, we can decide to pay your landlord. We may do this if you have:

- a learning disability or a medical condition that affects how you manage your day-to-day affairs
- an addiction to drugs, alcohol or gambling
- any other problems that affect your ability to deal with your finances.

Tick the box below and give the extra details to ask us to pay your landlord. You **must** tell us why you cannot deal with your finances. We **will not** pay your benefit to your landlord if your only reason is that you have no bank account.

Make sure you have given us your daytime phone number in **part 1** of the form on page 1 in case we need more information. If you have a support worker who helps you, please give us their details in **part 20** of the form as this may help us to deal with your claim more quickly.

Tick here if you want us to pay your landlord.

I have difficulty managing my finances. I will not be able to pay my rent to my landlord because:

Continue in **part 12** if you need more space.

We may write to you about this.

- You **owe** more than **eight weeks' rent**. We must pay your benefit straight to your landlord if so.

Tick if you owe more than eight weeks' rent and say how much you owe.

£

19 About your ethnic background

Please tick one box to tell us your ethnic background.

Tick the ethnic group that you feel best describes you. It does not mean your country of birth, or nationality.

I am:

White

- White British (English/Welsh/Scottish/Northern Irish)
- Irish
- Traveller of Irish heritage
- Roma
- Any other White background (Please tell us your origin, for example, Polish, French, Danish).

Asian or Asian British

- Asian British
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Vietnamese
- Kashmiri
- East-African Asian
- Any other Asian or Asian British background (Please tell us your origin, for example, Sri Lankan, Malaysian, Thai).

Black or Black British

- Black British
- Caribbean
- Somali
- African (other than Somali) (Please tell us your origin, for example, Nigerian, Eritrean).

- Any other Black or Black British background (Please tell us your origin).

Mixed ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background (Please tell us your origin).

Other ethnic group

- Arab
- Other Middle Eastern
- Any other origin not listed here (Please tell us your origin, for example, Kurdish, Iranian).

We ask this question 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 produce figures to check that the Benefits Service is working fairly, and to make sure that everyone in the community can use our services.

20 If you have a support worker

If you have someone who helps you (for example a social worker, outreach worker or welfare rights worker), it may help us to deal with your claim more quickly if we can share information with them. If you agree to this, please fill in their details and sign this part of the form.

I agree that the Benefits Service can share information about my claim with my support worker. This applies while you are dealing with my claim and during the time I am getting benefit (if I qualify).

My support worker's name is:

The organisation they work for is:

Their phone number is:

Your signature:

Date:

21

Your declaration

Please read this declaration carefully before you sign and date it. You must sign it if you can, even if someone else has filled in the form for you. If you have a partner, they should sign this declaration as well.

I understand the following.

- If I give information that is incorrect or incomplete, 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, and for education benefits if appropriate. You may make any enquiries needed to check the information I have given, including checking with other sources within the Council, The Pension Service, Jobcentre Plus, HM Revenue & Customs, the Valuation Office Agency, providers of specialist hostels for homeless people, and other councils.
- You may use any information I have provided in connection with this and any other claim for social security benefits or tax credits I have made or may make. You may give some information to other Government organisations if the law allows this. You may share my details with other organisations that inspect or handle public funds, and with a credit

reference agency, to prevent and detect fraud.

- You may use my details within the Council for the electoral roll, licensing private rented properties, collecting debts owed to the Council, checking school attendance and to prevent and detect fraud and other crime.

I know I must let the Benefits Service know straight away about any **changes** in my circumstances that might affect my claim, including a change of address. I have read **note 12** at the end of the form, which explains this.

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

Your signature:

Please ask your partner to sign the form.

Your partner's signature:

Date:

Please fill this part in if you have filled in this form for the person who is claiming.

I have confirmed with the person claiming that the information I have given is correct. I have also explained the declaration above to the person claiming.

The reason I am filling in this form for the person claiming is:

Signature of the person who filled in the form:

Name of the person who filled in the form:

Relationship to the person claiming (for example, housing officer, son or landlord).

Date:

Only fill in this part of the form if you want to give permission to someone to check where your claim is up to.

If you have agreed to us sharing information with your landlord in **part 4** of this form, or your support worker in **part 20**, you don't need to give us their details again here. However, you can still give permission here for someone else (for example, a friend or relative) to make enquiries for you.

I agree that the Benefits Service can share information about the progress of my claim with the person named here. This permission lasts for a month after you have worked out my benefit.

Full name of the person we can give details to:

First line of their address:

Their relationship to you:

Your signature:

Date:

22 Checklist

- Tick when you (and your partner, if you have one) have answered all the questions and signed the form.
- Then please tick the boxes below to tell us what you are giving us as evidence. You can send the evidence or bring it to our Customer Service Centre, or other offices across the city – see **note 6**. You must provide **original** documents, not photocopies.
- If you can, send with this form all the evidence we ask for. If you don't have all the evidence now, send the form back anyway and send the evidence later.
- Make sure we receive the evidence **within a month**, otherwise we may not be able to pay you any benefit.
- Put your **full name and address** on evidence you send us later.

	You	Your partner	Other income	You	Your partner
Evidence of identity	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of works pension	<input type="checkbox"/>	<input type="checkbox"/>
Evidence of NINo	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of personal pension	<input type="checkbox"/>	<input type="checkbox"/>
If you have dependent children and young people			Evidence of retirement pension or any other kind of pension	<input type="checkbox"/>	<input type="checkbox"/>
Evidence of Child Benefit	<input type="checkbox"/>		Evidence of student income	<input type="checkbox"/>	<input type="checkbox"/>
If you claim benefits			Evidence of any other income	<input type="checkbox"/>	<input type="checkbox"/>
Evidence of Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit (Guarantee Credit)	<input type="checkbox"/>	<input type="checkbox"/>	Income of other people who live with you		
Evidence of all other benefits or allowances, including tax credits	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of their income	<input type="checkbox"/>	
If you are a private tenant			Capital, savings, investments		
Evidence of rent	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of all capital, including all bank accounts	<input type="checkbox"/>	<input type="checkbox"/>
If you are employed			Expenses		
Payslips	<input type="checkbox"/>	<input type="checkbox"/>	Evidence of parental contribution to a student	<input type="checkbox"/>	<input type="checkbox"/>
If you are self-employed			Evidence of contributions to a personal (private) pension scheme	<input type="checkbox"/>	<input type="checkbox"/>
Most recent trading accounts	<input type="checkbox"/>	<input type="checkbox"/>			

23 Thank you for filling in this form – what to do next

Returning the form

Please follow the instructions in the checklist above.

Then send the form and evidence to **The Revenues and Benefits Unit, PO Box 3, Manchester, M15 5BA**.

This is our 'designated office' (our official address) for you to post claims, or details of changes that may affect your benefit, to us. We have other designated offices (our Customer Service Centre and other reception points across the city) where you can call in to report changes or hand in your claim and get your evidence checked.

You can bring the form and evidence to our **Customer Service Centre** at Number One First Street in the city centre (junction of Whitworth Street West and Albion Street – for satellite navigation systems use M1 5DE). This is open Monday to Friday from 8am to 5pm. You don't need an appointment to hand in filled-in forms and get your evidence checked.

You can also hand in forms and have your evidence checked at other designated offices across the city – ask for our information sheet '**Contacting the Benefits Service**' for your area. This has up-to-date details of reception points and opening times. You can pick it up from our Customer Service Centre without an appointment, from some local housing offices, or by phoning us on 0161 234 5003. The reception points are also listed on our website at www.manchester.gov.uk/benefits/contact

We will write to tell you if you can get benefit, and how much, as soon as possible.

If you do get benefit, once you've had your award letter you can view details of your claim online on our website. You must register online first. See www.manchester.gov.uk/tracker

Evidence of your identity and National Insurance number

- 6** The law says we must see evidence of your identity before we can deal with your claim. We also need evidence of your partner's identity. We ask for your National Insurance number (NINo) in **part 4** and we also need to see a document that confirms your NINo (and your partner's NINo). You must send us two documents for **each** of you. They must be **originals** – we cannot accept photocopies.

You must send one from **List 1** to confirm your NINo (and one for your partner's NINo). The second document can be from **List 1** or **List 2** as long as it is different from the one confirming your NINo.

We will send your documents back to you. You should not send valuable documents like cheque cards through the post. You can take them to our Customer Service Centre at Number One First Street in the city centre (junction of Whitworth Street West and Albion Street – for satellite navigation systems use MI 5DE).

Or you can take them to Chorlton, Crumpsall, Longsight, Miles Platting, New Moston, Newton Heath, North City, Withington or Wythenshawe Forum libraries. There are also other offices across the city (known as reception points) where you can take your evidence. Staff will check and copy your documents and return them to you there and then.

Our information sheet '**Contacting the Benefits Service**' has up-to-date details of these reception points, including opening times and addresses. See **part 23** of the form for how to get this, or go to our website at www.manchester.gov.uk/benefits/contact for a list of reception points.

List 1

- P45 or P60
- Payslip, salary statement or works pension statement (as long as it shows your NINo)
- Letter from HM Revenue & Customs about tax or tax credit
- Letter that The Pension Service or Jobcentre Plus has sent to you (not handwritten)

- NINo card (not handwritten)
- Bank statements showing payments by direct debit for class-2 National Insurance contributions, or benefit payments received showing your NINo on the statement (for example Incapacity Benefit or State Pension).

List 2

- Birth, marriage or civil partnership certificate or divorce, annulment, separation or ending of a civil partnership papers in your current name. If your name has changed because of marriage or civil partnership, provide your marriage or civil partnership certificate as well
- Full or provisional driving licence (photocard or paper)
- Credit card, cheque card, debit card or cash card
- Bank or building society statement (not older than four weeks) or passbook
- Passport (current and valid) or Biometric Residence Permit
- Residence permit, Police Registration Certificate, Immigration and Nationality Directorate travel document, standard acknowledgement letter (SAL 1 or 2) or Application Registration Card (ARC)
- Letter from the Home Office about immigration status
- Gas, electricity, phone or water bill in your name, received within the last three months (but not a mobile phone bill)
- Letter from a doctor, solicitor, social worker, probation officer or HM Revenue & Customs
- Certificate of employment in HM Forces or Merchant Navy
- Medical card or television licence in your name
- B79 form for notice that you have been released from prison.
- Home detention curfew licence

Council Tax Benefit

- 7** When you claim Council Tax Benefit, we may use the details to make you liable for council tax at your address. We may also use them to make sure you get the correct Council Tax discount.

Evidence of rent – private tenants

- 8** If you pay rent and your landlord is not the Council, we need evidence of your current rent. We also need details of any services included in your rent. (These could be heating, meals, cleaning and so on.) We want to see your tenancy agreement (an original document – not a photocopy) or your rent book if it gives these details.

If it doesn't, we may accept a signed, detailed statement from your landlord. You can send your evidence after you have sent in this claim form if necessary. But make sure we receive it within a month of sending us the form or we may not be able to pay you any benefit.

Education benefits

- 9** Your child can get **free school meals** if they go to a state school and you get:
- Income Support
 - income-based Jobseeker's Allowance
 - Pension Credit (Guarantee Credit)
 - income-related Employment and Support Allowance
 - a Working Tax Credit 'run-on' payment for four weeks after stopping work or reducing working hours to under 16 hours a week
 - Child Tax Credit (CTC). However, you must not be getting Working Tax Credit or an amount for childcare paid with your CTC. HM Revenue & Customs must also have worked out your income as £16,190 or less a year. This income limit is for April 2011 to April 2012 and may change from April 2012.

Children who stay on at school after age 16 can only get free meals if you fit the rules above and they go to a school sixth form. They can't get free meals if they are on a post-16 further-education course linked to the Manchester College or another further-education college, even if they go to a school site. Young people over 16 also can't get free meals if they go to a further-education college (such as the Manchester College, North Trafford College) or a sixth-form college.

The income rules for **secondary-school clothing grants** (sscg) are the same as for free school meals **except** you can't get sscgs if you get a Working Tax Credit 'run-on' payment. You can get a secondary-school clothing grant for children in school years 7 and 10 if you get one of the qualifying incomes.

If you are an asylum seeker who is not allowed to claim benefits, there is a separate procedure for claiming free school meals (and secondary-school clothing grants if your child is in school year 7 or 10). Your child's school will help you to make a claim – don't use this form. The school will need to see evidence that you are an asylum seeker, for example one of the following documents.

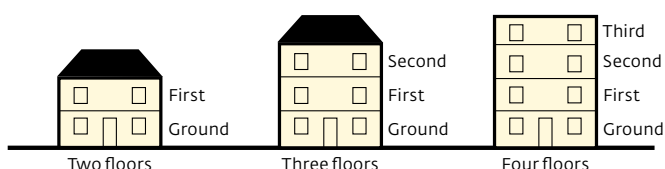
- IS 96
- A standard acknowledgement letter (SAL) 1 or 2
- A letter from the Home Office
- A letter from a solicitor
- Your application registration card (ARC).

For information about financial help for young people over 16 who are staying on in education, contact the college or school sixth form.

Your home – private tenants

- 10** In **part 15** we ask how many floors there are in the building you live in. For example:

Please answer question 2 in **part 15** using this way of numbering floors.



Local Housing Allowance (LHA) – private tenants

- 11** This is the way we work out and pay Housing Benefit for most private tenants who make a new claim for Housing Benefit.

Under the LHA rules, we use a flat-rate amount, set each month by the independent Valuation Office Agency, to work out your Housing Benefit. This LHA rate depends on the number of bedrooms the rules say you **need**. This may be different to the number of bedrooms you actually **have** in your home.

See the Directgov website at www.direct.gov.uk for the LHA rates for different sizes of home. Search on lhadirect. You need your postcode to look up the rate for your household, because Manchester is in two areas for the LHA rates.

The LHA rate is the most benefit you can receive. You may get less than this, depending on your income, savings and other circumstances. Your LHA rate usually

lasts for a year, unless you move or someone moves into or out of your home. We then look at the LHA rate again. We expect LHA rates to go down from April 2011.

Under the LHA rules, we normally have to pay benefit to you, not your landlord, and you must arrange to pay your rent to your landlord yourself.

LHA does **not** affect private tenants who live in caravans, hostels, board and lodging accommodation and some supported accommodation, or tenants of housing associations. If you are in this group, we work out your benefit using the old rules and you can choose whether we pay you or your landlord. But if you are eight weeks or more behind with the rent, we must pay your landlord (this applies to claims we work out using both the old rules and the LHA rules). We can also decide to make the first payment to your landlord in some circumstances. For more details about LHA see our website at www.manchester.gov.uk/benefits/lha

Changes you must tell us about

12 Once you've sent the form back, you **must** tell us if you leave your present address.

You **must** tell us about any changes in:

- your income or the income of anyone living in your home, including changes in the amount of income (this includes if you come off Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit, and it includes any change in a tax credit)
- your savings
- who lives with you – tell us if anyone moves in or out or you have a new baby
- your child's or children's school
- your rent (unless the council is your landlord).

You **must** also tell us:

- if you are going to be away from home for a month or more
- if you go into hospital for more than 52 weeks
- if you go into hospital as an in-patient for repeated stays over several months
- if you owe more than eight weeks' rent to your landlord (unless the Council is your landlord)
- about any change that could affect your benefit.

This is not a complete list!

Tell us straight away, even if we haven't dealt with your claim yet. You must tell us in writing. If you phone to tell us, we will ask you to write to us to confirm the change. Tell us straight away or you may lose back pay or we may pay you too much benefit and you'll have to pay it back.

Keeping your details private

13 The details you tell us on this form are confidential. Council staff use them to work out and pay the benefits you are claiming on this form, and for getting back any money you owe the Council. Staff may use them to tell you about other benefits and to check if you are entitled to other Council benefits and reductions.

Your details are covered by the Data Protection Act, which gives you legal rights. For example, you can put right any information about you that we get wrong. It also means we must not give out details about your claim except when we need to do so to sort out your claim. For example, if you are a private tenant, we usually have to give the Valuation Office Agency details about your home and rent.

We do not normally contact private landlords about your claim, but if you get Housing Benefit paid direct to a private landlord, we **must** give them details about payment dates and amounts.

You can agree in **part 4** that we can give information about the progress of your claim and the result to your landlord. If you don't agree to this, but change your mind after you have sent this form to us, please write to tell us.

Even if you don't agree to sharing information in **part 4**, we will contact your landlord if we decide to make the first payment to them, which we can decide to do in some circumstances.

You can give permission on this form for someone you choose (for example, a friend or relative) to ask us about the progress of your claim. Fill in the permission section in **part 21** if you want to do this. The permission lasts for a month after we have worked out your benefit.

You can also give us permission in **part 20** to share information with a support worker, if you have one. This permission continues while we are dealing with your claim and paying your benefit (if you qualify).

By law, we must give out some information if we are asked by, for example, the Department for Work and Pensions, HM Revenue & Customs and the Audit Commission. We will also give details of who lives at your address to the Electoral Registration Officer to help to get the electoral roll right.

The Council may use your details to deal with the licensing of private rented properties, to check school attendance, to help collect debts such as council rents and council tax, and to prevent and detect fraud. We may share the details with other organisations that inspect or handle public funds, and a credit reference agency. This is to help work out and pay benefits, collect council tax and prevent and detect fraud. We will give out information to prevent or detect crime if this is necessary.

When you sign this form you give us permission to make any enquiries to check your details, including checking with other sources within the Council, The Pension Service, Jobcentre Plus, HM Revenue & Customs, the Valuation Office Agency, providers of specialist hostels for homeless people, and other councils.

Manchester City Council is the data controller for the purposes of the Data Protection Act 1998. If you want to know more about what information we have about you, or the way we use it, you can write to the Benefits Service at the address on the back of this form.

See www.manchester.gov.uk/nfi for more information about sharing details (data matching).

Hostels for homeless people

14 By a hostel for homeless people in **part 17**, we mean a building that provides accommodation, care and support for homeless people with the aim of resettling them into the community. It provides shared, not self-contained, accommodation. For example, it could provide a shared dining room, or shared bathrooms or kitchens. It must either provide meals for residents or have cooking facilities for them to use. It is normally run by a housing association, a council, a charity or similar organisation.

How to contact us

Post: Revenues and Benefits Unit, PO Box 3, Manchester M15 5BA. Telephone 0161 234 5003

Textphone: the phone number for callers with hearing difficulties who have textphones is 0161 953 8301.

Email: benefit.enquiries@manchester.gov.uk

Online: www.manchester.gov.uk

Fax: 0161 455 1130

If you need help or advice about your benefit, you can make an appointment to see an adviser at the Customer Service Centre (see **note 6** for full address) or at a benefits surgery at a local library. Phone 0161 234 5003 Monday to Friday from 8.45am to 5pm to make an appointment.

For information in your language call 0161 234 5003

لتلقي معلومات في لغتك، الرجاء الاتصال بالرقم 0161 234 5003

আপনার ভাষায় তথ্যের জন্য টেলিফোন করুন 0161 234 5003 এই নম্বরে।

Za informacije na vašem jeziku, nazovite 0161 234 5003

如欲索取用閣下語言編制的資料，請致電 0161 234 5003

आपनी भाषांमां माहिती मेळवपां माटे, 0161 234 5003 नंबर पर झोन करा

ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 234 5003 ਤੇ ਫੋਨ ਕਰੋ

Si aad u hesho macluumaadka luqaddaada wac 0161 234 5003

اپنی زبان میں معلومات کیلئے 0161 234 5003 پر فون کریں

Để có thêm thông tin bằng ngôn ngữ của bạn, hãy gọi 0161 234 5003

If you are African, call 0161 234 5003

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