

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



## About this form

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

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

### Second Adult Rebate

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

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

If you are claiming Second Adult Rebate, only fill in Part 1, Part 3 and Part 18 of this form.

### Evidence

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

## Filling in the form

If you are filling in this form by hand, use black ink. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.

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

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

### If you need help filling in the form.

If you need any help, our phone number is 0121 704 6214. Our offices are open at the following times.

**Solihull Connect, Library Square, Solihull**

- Monday: 8.30 am to 5.30 pm
- Tuesday, Thursday and Friday: 9 am to 5.30 pm
- Wednesday: 10 am to 5.30 pm
- Saturday: 9 am to 1 pm

**Greenwood Way, Chelmsley Wood  
Church Close, Kingshurst,  
Westfield House, Arran Way, Smith's Wood**

- Monday, Tuesday and Thursday: 8.45 am to 5.20 pm
- Wednesday: 10 am to 5.20 pm
- Friday: 8.45 am to 4.30 pm

Or you can get in touch with an organisation like the Citizens' Advice Bureau. The address and phone number of your nearest bureau is in the phone book.

**This form is also available in large print. Phone us on 0121 704 6214.**

## What to do next

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

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

## When we usually pay benefit from

**If this is your first claim:** We will usually pay your benefit from the Monday after we get your form.

**If this is a repeat claim:** If we get your form within 4 weeks of when your last claim finished, we will pay your benefit from the day after the last claim ended. If the form arrives more than 4 weeks after your last claim finished, we will usually only be able to pay your benefit from the Monday after we get your form.

## Changes you must tell us about

Tell us straightaway if:

- any of your children leave school or leave home;
- anyone moves into or out of your home (including lodgers and subtenants);
- your income or the income of anyone living with you, including benefits, changes;
- your capital, savings or investments change;
- you or anyone living with you becomes a student, goes on a Youth Training Scheme, goes into hospital or a nursing home, goes into prison, or gets, changes or leaves a job;
- your rent changes;
- you move;
- you or your partner are going to be away from home for more than a month;
- you receive any decision from the Home Office; or
- anything you have told us about changes.

You must tell us about these changes in writing – a phone call is not enough.

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

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

It is an offence not to tell us about any change of circumstance that affects your benefit. We may take court action against you and if we pay you too much benefit, you will probably have to pay it back.

## How we collect and use information

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

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and the Inland Revenue, as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information held by us. We may also get information about you from certain third parties, or give them information to:

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

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

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

We, **Solihull Metropolitan Borough Council**, are the data controller for the purposes of the Data Protection Act.

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