



## Use this form to claim help with your rent and council tax when you move.

Name
Address and postcode
Your phone number <i>(You do not need to tell us this but we may need to contact you about your claim and we can get in touch quicker by phone.)</i>

### For our use only

Date of first contact	
Date received	
Claim reference	

Answer the questions in this form by ticking the boxes or giving us the information we ask for. Please answer all the questions carefully as we rely on the information you give us when we work out how much benefit to give you. Your claim may be delayed if you do not answer all the questions on your form or you give us the wrong information. It is a criminal offence to knowingly give false information on a benefit claim.

### The proof we need with your form



When you see this symbol, we need proof to confirm the answers on your form.

We need to see original documents, not photocopies.

**If you don't have the proof we need, send us your form now and then send the proof later.**

**If you do not send us the proof we need, it will delay your claim and you will lose benefit.**

You must provide all proof within one month of the date you make this claim.

### South Worcestershire Revenues & Benefits Shared Service

Malvern Hills District Council, Worcester City Council and Wychavon District Council are now working together to improve services to customers. This form is for all customers of these councils.

### If you need help with this form

Please call us on 0300 4560560 or visit any of our local service centres below.

#### Malvern Hills District Council

Council House, Avenue Road, Malvern, WR14 3AF

#### Worcester City Council

The Hive, Sawmill Walk, The Butts, Worcester, WR1 3PB

#### Wychavon District Council

The Civic Centre, Queen Elizabeth Drive, Pershore, WR10 1PT

Evesham Community Contact Centre, Evesham Library, Oat Street, Evesham, WR11 4PJ

Droitwich Spa Library, Victoria Square, Droitwich Spa, WR9 8DQ

### When you have filled in this application form

You can email this form and your documents to us at [benefits@wychavon.gov.uk](mailto:benefits@wychavon.gov.uk) or hand them into to any of the offices shown above, or post the form to: South Worcestershire Revenues and Benefits Shared Service, PO Box 11, Pershore, Worcs, WR10 1PU.

**To see how much Housing Benefit and Council Tax Support you may be able to get, visit one of the following websites.**

**[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)**

**[www.worcester.gov.uk](http://www.worcester.gov.uk)**

**[www.wychavon.gov.uk](http://www.wychavon.gov.uk)**

**Please fill in this form using black ink.**

# 1 About you and your partner

**Please give details of you and your partner (if you have one).**

*By 'partner' we mean a person you are married to or have a civil partnership with, or a person you live with as if you were their husband, wife or civil partner. (A civil partnership is a formal arrangement that gives same-sex partners the same legal status as a married couple.)*

*You do not have to give us your phone number or email address, but it may help us to contact you.*

	You	Your partner
Title <i>(Miss, Mr, Mrs, Ms and so on)</i>		
Last name		
First names		
Other names you have been known by		
Date of birth		
Daytime phone number		
Mobile number		
Email address (If you give us your email address we will contact you by email.) Your		
National Insurance number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**Has your income or your partner's income changed since your last application?**

No  Yes  *If 'Yes', do not fill in this form. You must fill in the 'Application for Council Tax Support or Housing Benefit Form' which you can get from one of our offices shown on the front of this form.*

# 2 About your home

**Your address which you are claiming Housing Benefit or Council Tax Support for**

Address and postcode

	You	Your partner
Is this address your normal home address?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>

**Is this:**

- |  |  |
|--|--|
| <input type="checkbox"/> a home you are buying?  | <input type="checkbox"/> a home you are buying?  |
| <input type="checkbox"/> a home you own?   | <input type="checkbox"/> a home you own?   |
| <input type="checkbox"/> a home you rent privately?  | <input type="checkbox"/> a home you rent privately?  |
| <input type="checkbox"/> a home you rent from a housing association or registered social landlord?         | <input type="checkbox"/> a home you rent from a housing association or registered social landlord?         |
| <input type="checkbox"/> a home you part-own under a shared-ownership or co-ownership scheme?              | <input type="checkbox"/> a home you part-own under a shared-ownership or co-ownership scheme?              |
| <input type="checkbox"/> someone else's home where you pay rent (for example, for lodgings)?               | <input type="checkbox"/> someone else's home where you pay rent (for example, for lodgings)?               |
| <input type="checkbox"/> someone else's home where you live as a friend or relative, or for other reasons? | <input type="checkbox"/> someone else's home where you live as a friend or relative, or for other reasons? |
| <input type="checkbox"/> temporary accommodation (for example, bed and breakfast or a hostel)?             | <input type="checkbox"/> temporary accommodation (for example, bed and breakfast or a hostel)?             |

**When did you move in?**

 /  / 
 /  / 

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

 /  / 
 /  / 

*You must tell us when you have moved.*

## 2 About your home (continued)

	You	Your partner
<p><b>Have you previously spent at least three months in a specialised hostel for homeless people?</b></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/></p>
<p><b>Are you a joint homeowner or joint tenant?</b></p>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the names of the other joint owners or tenants.</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>	<p>No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us the names of the other joint owners or tenants.</p> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>
<p><b>What was your previous address?</b></p>	<div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>	<div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div> <div style="border: 1px solid black; height: 20px; width: 100%; margin-bottom: 5px;"></div>
	<p>Was your previous home:                      owned by you? <input type="checkbox"/>                      rented? <input type="checkbox"/>                      other? <input type="checkbox"/></p>	<p>Was your previous home:                      owned by you? <input type="checkbox"/>                      rented? <input type="checkbox"/>                      other? <input type="checkbox"/></p>

## 3 Other people who live with you

Does anyone else live with you? (Include children, subtenants, boarders and anyone else.) No  Yes  If yes, give details in the table below.

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

If anyone has moved into or out of your household since your last claim, please tell us their name and the date they moved in or out.

## 4 About your tenancy

**Do you rent your home?** No  Please go to section 7.  
 Yes  Please give us details below.

**We need to see proof of your tenancy and rent payments. These must be original documents, not photocopies, from the list below. Please read the list carefully. You may need to send more than one document.**

If this is your first claim at this address, please send us:

- your tenancy agreement; **and**
- proof of rent payments you have made (for example, your rent book or receipts).  
 (If you do not have a tenancy agreement, or the initial term of your tenancy has run out, please ask your landlord, landlady or agent to fill in the 'Confirmation of tenancy' form on page 11.)

If you have claimed at this address before, please send us:

- the 'Confirmation of tenancy' form (which is on page 11); and
- proof of rent payments you have made (for example, your rent book or receipts).

## 4.1 Tenancy details

<b>When did your tenancy start and when is it due to end?</b>	Start <input type="text" value=" / /"/>	End <input type="text" value=" / /"/>
<b>When did you move in?</b>	<input type="text" value=" / /"/>	
<b>How long is your tenancy?</b>	<input type="text"/>	
<b>How much is your rent?</b>	<input type="text" value="£"/>	
<b>How often is your rent due?</b>	<input type="text" value="Every"/>	
<b>Do you have any weeks when you do not have to pay rent?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/> How many do you have each year? <input type="text"/>	
<b>Is your rent registered?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, send us the notification of registration form.	
<b>Are you expecting a rent increase within the next 12 months?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, when is this due? <input type="text" value=" / /"/>	
<b>What is your landlord's or landlady's name?</b>	<input type="text"/>	
<b>What is their address?</b>	<input type="text"/> <input type="text"/>	
<b>What is their phone number and email address?</b>	Phone: <input type="text"/> Email: <input type="text"/>	
<b>Does your landlord or landlady own the property you are claiming for?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/>	
<b>Are you, your partner, or anyone else who lives with you related to your landlord or landlady or any member of their family?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/> Give us details below. <input type="text"/>	
<b>Have you or your partner ever been a partner of your landlord or landlady?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/>	
<b>Have you or your partner ever owned, or been in the process of buying, the property you are renting now?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/>	
<b>Does an agent deal with your tenancy?</b>	No <input type="checkbox"/> Yes <input type="checkbox"/> Give details below. Agent's name and address: <input type="text"/>  Their phone number: <input type="text"/>	

## 4.2 Your service charges

**Does your rent include amounts for the following?**

No  Yes

Please tell us which services are included in the rent, how much you pay and how often you pay.

Council tax		£	every
Heating		£	every
Lighting		£	every
Cleaning		£	every
Hot water		£	every
Water rates		£	every
TV licence		£	every
Personal laundry		£	every
Fuel for cooking		£	every
Window cleaning		£	every
Use of a washing machine or dryer		£	every
Buildings insurance		£	every
Contents insurance		£	every
Warden services		£	every
Emergency alarm system		£	every
General counselling and support		£	every
Personal care and support		£	every

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

No  Yes  What services are included?

Cleaning and maintenance  Fuel  Gardening

**Does your rent include any other service charges?**

No  Yes

What are these for?

Are any of these charges automatically included in your rent, even if you don't use the service?

No  Yes

In the space below, tell us what the charges are for, how much they are and how often you pay them.

**Does your rent include money for meals?**

No  Yes

What meals are provided? Breakfast  Lunch  Evening meal

**Do you pay water charges direct to the water authority?**

No  Yes

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

No  Yes

### 4.3 Your accommodation

**What type of home do you live in?**

Please tick the box that best describes your home.

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

**How many floors are there in the whole building (including the ground floor)?**

**How many rooms are there in the building?**

Please tell us:

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

	In the whole building	For you and your family	Shared with other people
Living rooms			
Bedrooms			
Bedsitting rooms			
Kitchens			
Bathrooms			
Separate toilets			
Other			
What are these rooms?			
Total number of rooms			

**Who is responsible for decorating inside your home?**

Landlord or landlady  You  Don't know

**Is your home furnished by your landlord or landlady?**

No  Yes  Is it:  
 fully furnished?  partly furnished?  with carpets and curtains only?

**Does your rent include payment for a garage?**

No  Yes  Can you rent your home without the garage? No  Yes

**Does your home have central heating?**

No  Yes

**If you live in a caravan or mobile home, do you only pay ground rent?**

No  Yes

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

No  Please go to part 5. Yes  Please tick the relevant boxes below.

Which floor do you live on?

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

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

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

## 5 Paying your Housing benefit

We cannot pay Housing Benefit into a post office card account.

We only pay your benefit by cheque. If you do not have a bank account, pick up a leaflet about basic bank accounts from one of the addresses on the front of this form.

You need to fill in your bank details in part 7 unless you are:

- a council tenant or housing association tenant; or
- a private tenant living in a caravan or mobile home, on a houseboat, or in supported housing provided by a charity or voluntary organisation.

In these situations you can choose to have your benefit paid into your bank account or direct to your landlord.

If this applies to you, how would you like to be paid?

To my account  Fill in your bank details in part 7.

To my landlord  Go straight to part 6.

## 6 Paying benefit to your landlord or landlady

**If you want us to pay your benefit straight to your landlord or landlady, you must sign this declaration.**

If you are authorising us to pay your Housing Benefit straight to your landlord or landlady, we can tell them whether:

- you have claimed Housing Benefit;
- we have made a decision about your claim;
- we have made a payment to you; or
- we need more information before we can make a decision about your claim.

**We will not give your landlord or landlady any information about:**

- your personal or household circumstances; or
- your financial circumstances.

We will pay your landlord or landlady every four weeks for the four weeks just gone. If any of your circumstances change, you must tell us as soon as you can. If you don't, you may get the wrong amount of benefit. If you get too much benefit, you will have to pay it back.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord or landlady. If you want to give us your permission, please sign below.

Please pay my Housing Benefit straight to my landlord or landlady. I understand that:

- I must always tell you about any change in my circumstances;
- I do not tell you about any change of circumstances, and you pay me too much benefit because of this, I will have to pay back the extra benefit; and
- I may be prosecuted if I do not tell you about any change of circumstances.

I declare that I have read the details above about the payments of my Housing Benefit.

I understand that you can give the details of my claim to my landlord or landlady.

Signature

Date

**You can withdraw your permission at any time.**

## 7 Your bank details

Bank or building society name

Address of bank or building society

Bank or building society sort code

Name of the account holder

Account number

Building society roll number or reference number

Your signature

Date

E-mail address

If you think that you would not be able to manage your rent payments (for example, because you are in a lot of debt, have a learning disability, have language problems, are ill or are addicted to drugs, alcohol or gambling), we may be able to pay your benefit direct to your landlord. If you want us to pay your benefit to your landlord, please contact us.

## 8 Discussing your claim with someone else

Do you want someone else to deal with us on your behalf?

No

Yes  Give their details below.

Their name

Their phone number

Their relationship to you

Your signature

Date

## 9 Forms filled in by someone else

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

No

Yes  The person who has filled in the form (the representative) must fill in this part.

Are you an officer of the council? No  Yes

Why have you filled this form in for the person claiming?



## 9 Forms filled in by someone else (continued)

Representative's name

Phone number

Address and postcode

  
  
  

Relationship to the person claiming

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

Signature

Date

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

No  Yes  Give their names and their relationship to you in the box below.

## 10 Extra information

Use this space to tell us:

- about any exceptional circumstances you would like us to consider when deciding your claim; and
- any information you did not have enough space for on the form.

## 11 Declaration

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

I/we understand that you may prosecute me/us and I/we will have to pay back any overpaid benefits, if:

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

I/we will write and tell you about any changes to:

- my/our income, my/our partner's income and the income of anyone else who lives with me/us;
- my/our savings and my/our partner's savings;
- the number of people who live with me/us; and
- my/our address and my rent.

I/we declare that:

- if this form has been filled in by someone else on my/our behalf, I/we have read it, or have had it read to me/us;
- the details given on the form are true and complete;
- everyone else who lives with me/us has given permission for you to use their details to process my/our claim; and
- I have ticked below to show what I am doing about the proof I need to provide with this form.

Proof of tenancy and rent

I do not rent a property.

I have enclosed proof with my form.

I will provide proof later.

I/we give you permission to check any information relating to my/our claim for benefit.

Your signature

X

Date

/ /

Your partner's signature

X

Date

/ /

If your change of circumstances means you are now entitled to HB or CTS and you wish us to use this information to assess your claim for HB or CTS, please sign below.

Your signature

X

Date

/ /

Your partner's signature

X

Date

/ /

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

**Please return this filled-in form to your local office:**

South Worcestershire Revenues and Benefits Shared Service,  
PO Box 11, Pershore, Worcs, WR10 1PU.

If someone else has filled in this form for you, they must sign the declaration in section 9.

# Confirmation of tenancy form

Please tear out this form and fill in your name, address and claim reference number (if you know it) below. Then give the form to your landlord, landlady or their agent to fill in the rest of it.

They can then either send it straight back to us at the addresses over the page, or give it to you to return to us.

Send in the rest of your application form straight away – do not wait for this confirmation of tenancy form to be filled in.

## Tenant to fill in

Name

Address and postcode

  


Claim reference

(if you know it)

## Landlord, landlady or their agent to fill in

Whose name or names is the tenancy in?

  


When did the tenancy start and when will it end?

Start

 /  / 

End

 /  / 

When did the tenant move in?

 /  / 

What is the rent reference (if appropriate)?

How much is the rent?

£

How often is the rent due?

Every week       Every four weeks       Every month   
 Other  If other, how often is it due?

Does the rent include any payment for service charges?

No       Yes

Please tell us which services are included in the rent, how much the tenant pays and how often they pay.

Council tax		£	every
Heating		£	every
Lighting		£	every
Cleaning		£	every
Hot water		£	every
Water rates		£	every
TV licence		£	every
Laundry		£	every
Fuel for cooking		£	every
Window cleaning		£	every
Building insurance		£	every
Contents insurance		£	every
Warden services		£	every
Emergency alarm system		£	every
General counselling and support		£	every
Personal care and support		£	every

**Landlord, landlady or agent to fill in (continued)**

**Does the rent include money for meals?**

No  Yes

What meals are provided?

Breakfast  Lunch  Evening meal

**How is the rent paid?**

Cash  Cheque  Standing order or direct debit

Paid in full by Housing Benefit  Other

Please tell us the method.

**What proof of payment do you give the tenant?**

Receipt  Rent book  Statement  Other

Please tell us what other proof you give.

**Is the tenant behind with their rent payments?**

No  Yes  How much rent is overdue? £

What is the period of the arrears?

from / /

to / /

**Do you own this property?**

No  Yes

**Is there any other information about the tenancy that we should know?**

No  Yes

Please give details below.

**Landlord's or landlady's full name**

**Landlord's or landlady's full address**

  

Postcode

**Landlord's or landlady's phone numbers and email address**

**Agent's full name**  
(if this applies)

**Agent's full address**  
(or official stamp)

  

Postcode

**Your landlord's or landlady's declaration**

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

**I understand that, by law:**

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

**Please return this filled-in form to:**

South Worcestershire Revenues and Benefits Shared Service,  
PO Box 11, Pershore, Worcs, WR10 1PU.