

# Council Tax Benefit/Housing Benefit Change of Circumstances

Please complete this form if your circumstances have changed, except if you have moved. If you have moved please complete form HB3COA.

## FOR OFFICIAL USE ONLY

Date issued: \_\_\_\_\_

Case Ref: \_\_\_\_\_

BA Action: \_\_\_\_\_

## Part 1 Your details

Last name: \_\_\_\_\_

Other names: \_\_\_\_\_

Your address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Your date of birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

National Insurance Number: \_\_\_\_\_

Daytime phone number: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

## Part 2 Your partner's details

Do you have a partner?

We use partner to mean:

- A person you are married to or a person you live with as if you are married to them or
- A civil partner or a person you live with as if you are civil partners

No If No, go to part 3

Yes

Last name: \_\_\_\_\_

Other names: \_\_\_\_\_

Date of birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

National Insurance Number: \_\_\_\_\_

Has your partner only recently moved in?

No If No, go to part 3

Yes

Please confirm the date your partner moved in \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

and provide evidence of identity and National Insurance Number (see guidance notes - part 6).

**"PROTECTED (WHEN COMPLETED)"**

## Part 2 Your partner's details – continued

Has your partner claimed Housing Benefit or Council Tax Benefit before?

No If No, go to part 3

Yes When did they claim?

 /  / 

Which council did they claim from?

Which name did they claim in?

What address did they claim for?

Postcode:

Was this address: owned

rented

council accommodation

No

Yes

Have you told the council that paid you benefit that you have moved?

## Part 3 Who else lives with you?

Does anyone else live with you?

No If No, go to part 4

Yes If Yes, please give details:

Name	Relationship to you (i.e. son, parent)	Date of birth	Income/Amount	Date moved in

## Part 4 Income and capital details

Do you or your partner receive any benefits except Housing and Council Tax Benefit?

No

Yes

If Yes, please give details of all benefits received and how often it is received (eg weekly, four weekly, monthly, etc.)

Name of benefit	Who receives it?	Amount	How often	Date started
		£		
		£		
		£		
		£		
		£		

## Part 4 Income and capital details – continued

If your benefits have changed please tell us the date the change(s) happened.

Do you or your partner do any work, paid or unpaid?  No  Yes

If Yes, please give details of all earnings received and how often it is received (eg weekly, four weekly, monthly, etc.)

Name and address of employer	Amount	How often	Who is working
	£		
	£		

Do you or your partner pay for childcare?  No  Yes

If Yes, how much do you pay per week?   
(Please provide proof.)

If you or your partner have recently started work or your earnings have changed, please tell us the date the change happened.

If you or your partner have recently started work will the job last for 5 weeks or more?  No  Yes

Have you or your partner started self-employment?  No  Yes

If Yes, please tell us the date you started work and request form HB31.

Do you or your partner have any other income?  No  Yes

If Yes, please give details of all income received and how often it is received (eg weekly, four weekly, monthly, etc.) (Income includes things like maintenance, private pensions, student grants etc.)

Name of income	Who receives it?	Amount	How often	Date started
		£		
		£		
		£		
		£		
		£		

Do you or your partner have any capital such as bank, building society and post office accounts, this includes any that may be overdrawn and internet based accounts (personal or business)?  No  Yes

If No, go to Part 5

If Yes, please give details of all savings, investments, shares, property, land, overdrawn accounts etc.

Account number	Details	Amount	Whose name is it in?
		£	
		£	
		£	
		£	
		£	

## Part 5 Any other information

Please tell us about any other changes that have happened since the date of your last claim.

## Part 6 Checklist

Please tick to tell us what evidence you are sending with this form. We must see original documents, not copies. If you do not want to send valuable items through the post, you can bring them into any of our offices. We will take the details we need and give you the documents back straightaway. If you cannot get into the office, phone us for more advice.

If you do not provide all the evidence we need, we might not be able to pay you any benefit. We need the same evidence for your partner, if you have one, and for any other adults living in your home.

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, but we will not be able to pay you any benefit until we have all the evidence.

**Evidence of identity for your partner** .....

Such as a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EEC identity card or recent gas or electricity bill. We may need to see several of these documents (at least two) for your partner.

**Evidence of National Insurance number for your partner** .....

Such as a National Insurance number card, payslips, or letters from The Department for Work & Pensions or the tax office.

**Evidence of capital, savings and investments** .....

Such as all your bank, building society or post office books, full bank statements, or certificates for premium bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. The evidence you send must show details for at least the last 2 months. If you receive Pension Credit all we need to see is your award letter from the Pension Service.

**Evidence of earnings** .....

This means your last 5 payslips if you are paid every week, your last 3 payslips if you are paid every 2 weeks, or your last 2 payslips if you are paid every month. Ask us for form HB30 to give to your employer if you do not have these payslips. If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than 6 months, a summary of your trading records so far. Ask us for form HB31 to complete. If you receive Pension Credit all we need to see is your award letter from the Pension Service.

**Evidence of other income** .....

Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see evidence of any money people pay you for board and lodgings. If you receive Pension Credit all we need to see is your award letter from the Pension Service.

**Evidence of benefits, allowances or pensions** .....

Such as current award notices or letters from The Department for Work & Pensions confirming how much you get. If you do not have evidence, let us know straight away. Order books can be taken to our offices for copying. If you receive Pension Credit all we need to see is your award letter from the Pension Service.

# Part 7 Declaration

Even if someone else has filled in this form for you, you must sign this declaration if you can. If you have a partner, it would be helpful if they sign below to confirm all the details about them are correct.

Please read this declaration carefully before you sign and date it.

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. You may check some of the information with other sources as allowed by the law.

- You may use any information I have provided in connection with this and any other claim for social security benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- You may share information between East Lindsey departments if it is of benefit to me, and if it is lawful to do so.

**I know** I must let the council know about any change in my circumstances which might affect my claim.

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

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

Signature of person claiming:

Date:

Partner's signature:

Date:

If this form has been filled in by someone other than the person claiming

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

Name of the person who filled in the form:

Signature of the person:

Relationship to the person claiming:

Date:

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

Please pull out and keep for future reference

## About this form

The Housing Benefit and Council Tax Benefit claim form has been specially designed to be easy to fill in. We have to ask a lot of questions to make sure that everyone who claims gets the right amount of benefit.

## Evidence

We need to see evidence of some of the things you tell us about. There is a checklist at Part 6 of this 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.

If you need assistance in completing this or any other Benefit forms, please call at your local Customer Service Centre.

### Customer Service Centres at:

Skegness	Spilsby	Tattershall
Louth	Horncastle	
Mablethorpe	Manby	

## 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, in the envelope we have sent you. Or you can bring the form and evidence to us. If you do not want to send valuable items such as bank books or passports in the post, bring them to any of our offices and we will get the information we need and give them back to you.

## 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.

Photocopies of all relevant documents can be made at any of the above Customer Service Centres free of charge, and forwarded to the Benefit Office.

Benefit Advice can be obtained by telephone or personal visit.

**Our telephone helpline: 01507 609333**

**Type Talk: 18001 01507 609333**

Appointments are required at our offices in Mablethorpe, Manby and Louth. Please call 01507 609333 to make an appointment.

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, let us know. We may be able to help you.

## 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 have to pay it back.

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## 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.

East Lindsey District Council is the Data Controller for the purposes of the Data Protection Act. If you want to know more about the information we hold on you or the way in which we use it, you should write to The Data Protection Officer, East Lindsey District Council, Tedder Hall, Manby Park, Louth, Lincolnshire, LN11 8UP.

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## What is going on with my claim?

Log onto [www.e-lindsey.gov.uk/advice/benefits](http://www.e-lindsey.gov.uk/advice/benefits) and visit our self serve facility, where you will need to register your details, so that we can then issue you

with a password. Once you receive your password you can, for example, see details of your payments, weekly awards or when your next payment is due.

**Housing Benefit Section, Tedder Hall, Manby Park, Louth, Lincolnshire LN11 8UP**

**Tel: 01507 609333 Fax: 01507 329588**

**Type Talk: 18001 01507 609333**