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Working in Partnership



Housing & Council Tax Benefit

How to Claim



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Leaflet also available in large print

Introduction

This guide is one of a number produced with the aim of helping customers understand Housing and Council Tax Benefit. It is intended as a general guide.

People have different circumstances so for more detailed individual advice please contact your Local Council's benefit service.

Can you claim?

You can claim if:

- ◆ You have to pay rent to a private landlord, housing association or for a Council property.
- ◆ You have to pay Council Tax on your home
- ◆ You have a second adult receiving a low income in your house
- ◆ Your savings are less than £16,000 or less (please check for exceptions)
- ◆ You are on a low income for example:
 - ⇒ You work full or part time and receive a low wage
 - ⇒ You receive Incapacity Benefit
 - ⇒ You receive Income Support or Jobseekers Allowance or any other state benefits
 - ⇒ You receive Pension Credits or a small pension

Where do I claim?

You need to complete a claim form and these are available from:

1. Local Council

You can get an application form direct from your local Council's Benefit Service. This will need to be filled in and returned with any ORIGINAL documentation to support your claim. (Further details are included on the claim form for your guidance).

2. Other Agencies

Local Job Centre

For people of working age

The Pension Service

For people over 60

They will give you an application form which you must fill in and return at your earliest opportunity.



When should I claim?

You should claim as soon as possible. If you delay claiming you may lose benefit.

If you don't have all the original documentation, still return your claim to your local Council's Benefits Service.

You can send your original documentation on later.

If you know your circumstances are going to change, you can send a claim form in advance of the change.

If you bring your completed form to your local Council's Benefits Office with all the information including original documents and proof of identity, this will help us make a more prompt decision on your claim.

When will my benefit start?



Usually your benefit starts from the Monday following receipt of your claim form.

Sometimes different rules apply.

Please see our separate leaflet (No. 10) When will your benefit start?

We will tell you in writing if you qualify or not. If you do qualify we will tell you how much you will receive, how you will get it and the date your benefit will start.