

## Making your claim



**Visit or write to us at:-**  
Harrogate Borough Council  
Finance Department  
Scottsdale House  
Springfield Avenue  
Harrogate  
HG1 2SD

Office hours Monday to Friday 8.30 am to 4.30 pm



### Telephone

01423 55 64 55

Monday to Thursday 8.30 am to 5.15 pm

Friday 8.30 am to 4.45 pm



**Email:** [ben\\_rev@harrogate.gov.uk](mailto:ben_rev@harrogate.gov.uk)  
**Visit our Website** [www.harrogate.gov.uk](http://www.harrogate.gov.uk)

You can also visit any of the Council Housing Management Offices or the Housing Advice Centre at Victoria Park House, 18 Victoria Avenue, Harrogate.

## Housing Benefit and Council Tax Benefit

New

**Making a new claim**

**Verification Framework  
Evidence Requirements**

## What is Verification Framework ?

This is a new checking system which is being introduced **from 01 December 2004** to help reduce error and fraud within the Housing Benefit and Council Tax Benefit system.

It will provide the opportunity to improve services to you, by ensuring you are getting all the benefits you are entitled to, confirming details of the claim and ensuring benefit payments are accurate.

### How will it work?

It will work by setting down a framework of minimum standards for checking Housing Benefit and Council Tax Benefit claims. When you make a **new claim** you will need to provide us with satisfactory evidence for you and your partner in respect of identity, national insurance numbers, income, savings and investments, rent [if paid to a private landlord] before your benefit will be paid.



### Making a new claim

If you are not receiving Housing Benefit and / or Council Tax Benefit, you will need to fill in a claim form which you can get from the Council's Benefits Services.

If you claim, or are receiving, Income Support, Jobseekers Allowance, Incapacity Benefit or Pension Credit you will not be required to provide evidence of identity or National Insurance number separately to the Council.

## What happens after we have worked out your benefit ?

We will be making visits and postal checks to make sure your claim remains correct.

If we visit, we will make an appointment and if you are not at home, you must contact us to make a further appointment. If you do not contact us your claim will be suspended.

## What happens if your circumstances change ?



You must let the Council's Benefits Service know immediately

This includes changes in members of your household, income, capital or rent charged.

Please remember that if you do not report changes or give correct information, your claim will be invalid and you may lose any entitlement or have an overpayment to repay.

Please let us know in writing of any change in your circumstances however small.

For further information when completing an application form please refer to the guidance notes which are available from the Benefits Service.

## What evidence is needed to confirm your National Insurance Number?

We need evidence both for you and your partner, if you have one, that shows a national insurance number. This can be found on the following documents:

- P45 or P60;
- Letter from the Inland Revenue about tax or tax credits, Jobcentreplus or Pension Service;
- Pay slips, or salary statement, or works pension statement;
- Health service card.

**If you cannot provide evidence of national insurance number, please contact the Council's Benefits Service.**

## What evidence is needed to confirm your Income and Capital?

This can be any of the following for you and your partner, if you have one.

### Working

Payslips. Paid weekly - the last 5 slips; paid fortnightly the last 3 slips; paid monthly the last 2 or your employer can complete a 'certificate of earnings' for you - please ask the Council's Benefits Service about this.

### Benefit Income or Retirement Pension

- A letter, or order book, from the Jobcentreplus, the Pension Service or the Inland Revenue, or the agency paying you the benefit. Please provide full letter of award.



## Private or Works Pension

- A pay advice slip or letter in respect of any pension;

## Other Income

- A letter or advice slip in respect of any other income you or your partner receive.

## Money, Savings and Investments

- Money held in current, savings or investment accounts. Statements or pass books which must reflect the last two month period.
- Share certificates or Dividend statements for stocks, shares, trusts or bonds

**If you cannot provide evidence, please contact the Council's Benefits Service.**

## What evidence is needed in respect of payments made?

The following payments can be taken into account when working out your benefit. We will need to see evidence of payments as follows:

- Maintenance payments. A letter from the Child Support Agency or a letter from your former partner;
- Childcare or childminding fees. A letter or contract or receipt from the Organisation or provider;
- Payment to a pension scheme. A pension agreement or recent bank statement.

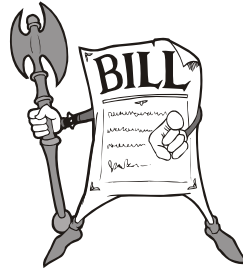
**If you cannot provide evidence, please contact the Council's Benefits Service.**



## What evidence is needed to confirm payment of rent to a private landlord?

If you pay rent to the Council, you do not have to provide evidence. If you pay rent to a landlord other than the Council, we need evidence of your liability which can be one of the following documents:

- Tenancy Agreement
- Letter from Landlord or the Landlord's agent
- Rent Book



The document must show the full name and business address of the landlord or agent, the date your tenancy started, the amount of rent payable, what the rent includes such as fuel, water, meals, how often the rent is due such as weekly, monthly.

**If you cannot provide this evidence, please contact the Council's Benefits Service.**

## What details are needed in respect of other people living with me?

On your claim you will need to provide full details of everyone living in your household, we will need:-

- Full names and dates of birth
- Evidence of other adults earnings/benefits/income/savings

**If you cannot provide this evidence, please contact the Council's Benefits Service.**

## What evidence is needed to confirm identity ?

We need evidence both for you and your partner, if you have one. Acceptable evidence is shown below:

- Letter from the Jobcentreplus or the Pension Service
- Household Bill e.g. Electric, Gas, Telephone, Water Rates Bill in your name for the last quarter
- Letter from Solicitor or Social Worker or Probation officer
- Home Office standard acknowledgement letter [SAL1 or 2]
- Residence permit or Aliens Registration Certificate or Immigration and Nationality Directive Travel Document
- Bank Statements
- National Insurance Card
- Medical Card
- Driving licence [photocard or paper] full or provisional
- TV licence in your name
- Birth/Marriage Certificate or Divorce /Annulment papers
- Cheque card or Credit Card or Debit Card
- Passport [current and valid] or National Identity Card

**If you cannot provide evidence of identity, please contact the Council's Benefits Service.**