

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

Please read these notes carefully before you fill in your form.  
Failure to read them may result in a delay in your benefit claim or may  
affect your entitlement.

### About this form

This form has been designed to be easy to fill in. It may look rather long, but there needs to be enough questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of this form but you must fill in any part that is relevant to you. Every part starts with a question to help you to decide if you need to fill in that part. If you are unsure please contact the Help Desk on **01934 888136/888138**.

This form is also available in other languages or in large print. Please telephone **01934 888136/888138**. A Braille copy of the form is available at the Town Hall to assist blind people to understand the questions on the form. If you are blind or partially sighted we will be happy to complete the form for you, either at the Town Hall or in your own home. Please contact **01934 888136/888138** to arrange this.

# About Housing Benefit and Council Tax Benefit

**Housing Benefit** is money from the Council to help you to pay your rent.

**Council Tax Benefit** is financial help from the Council if you have to pay Council Tax.

**Second Adult Rebate** is a benefit you may be entitled to if you pay Council Tax and you do **not** qualify for Council Tax Benefit. For example if your income is too high or you only receive a low level of benefit and share your home with people on a low income who:

- Are over 18
- Are not your partner
- Are not liable to pay Council Tax
- And do not pay rent

You cannot claim both Second Adult Rebate and Council Tax Benefit but we will work out which makes you better off.

## Filling in the form

Please use **black ink** to fill in the form and write clearly in CAPITAL LETTERS.

Answer **Yes** or **No** questions by putting a **tick (✓)** in the relevant box.

If someone else fills in the form for you, there is a separate declaration for them to sign on page 31 of the form.

If you need help or advice or are having difficulty completing the form we can be contacted at the offices shown on the back of this form or you can telephone us on **01934 888136/888138**.

If you need help you can contact us, or you can get in touch with an organisation like the Citizen's Advice Bureau on 01934 836201.

## Proof

Part 15 on page 29 of this form details what proof we will need to see before your claim can be considered. If you have a partner, please note that we need evidence for both of you.

We need to see **original documents** as proof. Do not send valuable items such as benefit order books, bank books or passports through the post. Please bring them to our office and we will photocopy the documents and give them back to you.

If you do not have all the proof that we need please return the form to us **straight away** and let us have the rest of the proof as soon as you have it. **If you do not send us the form straight away, you may lose money.**

## Changes you must tell the Council about

If any of the details you have given us change you must inform North Somerset Council straight away, and you must also inform the Department for Work and Pensions if you receive benefits from them.

We need to know about **all** changes. Tell us in writing if:

- Your income changes
- Your capital, savings or investments change
- Your household changes
- Your rent changes
- You move, **or**
- **There are any changes to other information you have already given us.**

## What to do next

When you have filled in the form, please read and sign the declaration in Part 17 and return it together with the proof we need to see.

If you hand in your form please ask for a receipt and keep it in a safe place.

**You can return it to these addresses.**

By post: **North Somerset Council Benefit Office**  
**PO Box 83**  
**Weston super Mare**  
**BS23 1UF**

Or visit: **The Town Hall**  
**Walliscote Grove Road**  
**Weston super Mare**

Or take the form to your **North Somerset Housing Office** at:

**South Weston WSM** (5/6 St. Andrews Parade)  
Tel 01934 428700

**Worle WSM** (7 The Maltings)  
Tel 01934 516896

**Nailsea** (Crown Glass Place)  
Tel 01275 811000

**Clevedon** (2 Marson Road)  
Tel 01275 882100

**Portishead** (Scotland House, Combe Road)  
Tel 01275 841600

**Opening times vary - check with your local office for details**

**Benefit Fraud is a crime against us all. Call the North Somerset hotline:  01934 634578**