



Surrey Heath Borough Council

Surrey heath House
Knoll Road
Camberley
Surrey GU15 3HD
Direct phone: 01276 707100
E-mail: benefits@surreyheath.gov.uk

Housing Benefit and Council Tax Reduction change of address form

Reference number:

About this form

Please fill in as much of this form as you can. You must fill in any part that is relevant to you and all the questions in that part. Please use black ink to fill in this form and write your answers clearly. When you have filled in the form, please return it without delay, otherwise you may lose out. If you cannot provide the proof we need, you can send it later.

If you need help completing this form or need other forms, please phone us or come into our office for advice. You can also find advice on our website. Our contact details are given at the back of this form.

Proof you must provide - (Originals only).

Proof of your new rent

We can accept your new tenancy agreement, a letter from your landlord or a Confirmation of Rent Due? Any proof you provide **must** include the following information:

- The name and business address of the landlord or any managing agent.
- The date the agreement started.
- The amount you have to pay.
- How often you have to pay rent.
- What is included in the rent.
- Tenancy agreements must be signed by the Landlord/Tenant.

Please note: for Council Tax Reduction, where the word 'claim' is used this means 'application', and where the word 'claimant' is used this means 'applicant'.

For office use only

Date requested

Date issued

Date received

Part A About you and your partner

1. What do you want to claim? Housing Benefit Council Tax Support Both

2. Do you have a partner? Yes No

If 'Yes', you must answer all questions about them. By partner we 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.

You

Your Partner

3. Title (Mr, Mrs, Ms, other)

4. Last name

5. First name(s)

6. Date of birth (dd/mm/yyyy)

7. National Insurance Number

8. Your new address (the address you want to claim for)

Postcode

9. What date did you move into the property?

10. Are you temporarily absent from the property?

Yes

No

Yes

No

If 'Yes', please tell us when this absence started, when you expect to return and the reason for absence.

Date absence started

Date you expect to return

Please tell us your reason for absence in Part H.

11. Phone number(s)

12. Email address

Part A About you and your partner (continued)

	You	Your Partner
13. What was your last address?	<input type="text"/>	<input type="text"/>
14. What dates did you live there?	From: <input type="text"/>	<input type="text"/>
	To: <input type="text"/>	<input type="text"/>

Part B Overlapping Housing Benefit

If you have to pay rent for your old and new address at the same time please fill in this section.

- When were you offered your new tenancy?
- How much notice did you have to give at your old property?
- When did you give notice?
- When does your rent liability at your old address end?
- What date did your liability rent on your new address start?
- Were you unable to move into your new address straight away as it needed adaptations due to disability for, or a family member?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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7. If 'Yes', please tell us about the adaptations that needed to be made and when they finished.

If your previous tenancy ends after the date you moved into your new home we may be able to pay overlapping Housing Benefit, but only if you could not have avoided having a liability on both properties. Please tell us in Part H why this could not be avoided. If you do not give reasons we will not be able to consider awarding overlapping Housing Benefit.

You will need to provide a letter from your old landlord confirming the date your tenancy ends and that the property will not be let to anyone else before this date. We will not be able to give overlapping Housing Benefit without this proof.

Part C About other people who live with you

Does anyone else normally live with you and your partner?

Yes

No

If 'No', go to Part D, if 'Yes', answer all questions in this part.

1. Please tell us about all the people who normally live with you, even if they do not pay you rent, apart from any joint tenants.

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

If you pay childcare for any of the above people tell us their names here:

If you pay childcare, please fill in a **Childcare Costs Certificate** (you can download this form from our website).

You must tell us about any changes in the:

- income or capital of anyone who lives with you (except joint tenants):
- relationships of anyone who lives with you.

2. Do any of these people need their own bedroom due to health or disability?

Yes

No

If 'Yes', please give us proof, for example a letter from their doctor.

3. Do you or your partner have a non-resident carer who regularly stays overnight in your home to look after you or your partner?

Yes

No

If 'Yes'

4. Do you have a room that is used solely for the carer to sleep in overnight?

Yes

Your partner

Yes

No

5. Does the carer have his or her own home(s) elsewhere?

Yes

No

Part D Questions for people who pay rent

If you would like help with your rent, please fill in this section. If not, please go to Part J.

1. What date did your tenancy start?
2. How much is your full rent?
3. How often is the rent charged?
4. What was the date of the most recent rent increase?
5. When is the next rent increase due?
6. What period of notice to vacate the property is required?
7. Does anyone else share the rent with you and your partner? Yes No

If 'Yes', tell us their names, the percentages of rent they pay and their relationship to you and your partner (if you have one).

	%
	%

8. Do you have any weeks when you do not have to pay rent? Yes No If 'Yes', how many?
9. Are you behind with your rent? Yes No If 'Yes', how much?

10. Does your rent include any of the following, please tell us the amount or tick the box if you don't know the amount. Leave blank if your rent does not include any of these items.

Service	If included, how much?	Service	If included, how much?
Heating		Water rates	
Lighting		Personal care and support	
Hot water		Cleaning of accommodation	
Fuel for cooking		TV Licence	
Laundry		Gardening	
Garage		Other	

11. Does your rent include? Breakfast Part Board Full Board
12. If you rent a garage, is it part of your tenancy? Yes No

Part D Questions for people who pay rent (continued)

13. What sort of accommodation do you rent?

For example, bedsit, room, flat, bungalow, house,
(semi/detached/terraced), maisonette, caravan, hotel, hostel.

14. What is your room or flat number?

15. Please tell us below the number of rooms in the property, the number of rooms you use and the number of rooms you share.

Type of room	Number of rooms in property that you have access to	Number of rooms used just for you and your household	Number of rooms that you share with others
Living rooms			
Bedsitting rooms			
Bedrooms			
Bathrooms			
Shower rooms			
Toilets			
Kitchens			
Other rooms			

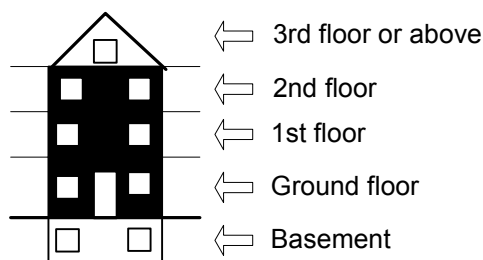
16. If you have a bedsitting room, where are the cooking facilities and what do they include, such as a cooker, microwave and so on?

17. If you rent a room, please tick a location to show where in the property it is (for this question, assume you are standing outside looking at the front of the building).

Front Left	<input type="checkbox"/>	Front Centre	<input type="checkbox"/>	Front Right	<input type="checkbox"/>
Centre Left	<input type="checkbox"/>	Centre	<input type="checkbox"/>	Centre Right	<input type="checkbox"/>
Back Left	<input type="checkbox"/>	Back Centre	<input type="checkbox"/>	Back Right	<input type="checkbox"/>

18. How many floors are there in the property?

19. Using the diagram as a guide, on which floor is your home?



20. The property is let as

Furnished

Partly Furnished

Unfurnished

21. Does your home have

Garden

Central Heating

Parking Space

22. Who is responsible for interior decoration?

You

Your landlord

Don't know

23. Do you use your home for business?

Yes

No

Part D Questions for people who pay rent (continued)

24. What is the full name, business address and phone number of your landlord?

Full name

Phone number

Address

E-mail
address

25. If your landlord has an agent, who you actually pay rent to, please tell us their full name, address and phone number.

Full name

Phone number

Address

E-mail
address

26. Are you, your partner or your children related to your landlord or agent or your landlord or agent's partner?

Yes No

If 'Yes', what is the relationship?

27. Is your landlord a previous partner of yours?

Yes No

28. Have you or your partner ever owned the property you are renting?

Yes No

If 'Yes', when did this change?

29. Do you have a lease that is for 21 years or more?

Yes No

30. Are you, or have you been under a care order or looked after under the Children Act?

Yes No

31. Have you previously lived in a hostel for homeless people for at least three months?

Yes No

Part E Paying Housing Benefit

Please give us your bank or building society details so we can pay you. **Do not write your landlord's details here.** If we can pay your landlord we will write to them to get their details.

Please note that we only pay Housing Benefit by BACS and it will be paid direct into your bank or building society account.

We are not able to make payments into some accounts, such as Individual Savings Accounts (ISAs), Post Office Card Accounts and some Savings Accounts. If you are unsure whether you have a suitable bank account or would like help to open an account, please contact us or your local Citizens Advice Bureau.

1. Name of your Bank or Building Society

2. Address or your Bank or Building Society

Postcode:

3. Names as they appear on the account

4. Branch sort code

 - -

5. Account number

6. Building Society account/roll number

7. We may be able to pay your Housing Benefit to your landlord or their agent. If you would like us to pay your benefit to them please tick the box below.

I would like my Housing Benefit to be paid to my landlord or his agent

Please tell us if there are any reasons why we should pay your landlord, for example, if you:

- Feel it will help you get or keep a tenancy
- Cannot read and write, or speak English
- Are addicted to drugs, alcohol or gambling
- Are fleeing domestic violence
- Have recently left care
- Have a mental illness that seriously impairs your ability to manage on a day-to-day basis
- Have just left prison following a long sentence
- Have medical conditions
- Have severe debt problems
- Have had recent county court judgements
- Have a proven, and substantial, history of rent arrears
- Are an undischarged bankrupt
- Have previously left a property, leaving substantial arrears
- Receive help from a homeless charity
- Have learning disabilities

Please give us more details in Part H if this applies

Part F Sharing information with your landlord

Sharing information with your landlord or their agent can help us to deal with your claim quickly and reduces the risk of you falling behind with your rent because your claim is delayed.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of your tenancy. In these circumstances we can contact your landlord without your permission. Under the Data Protection Act 1998 we need your permission to discuss anything else.*

If you give us permission, we would be able to tell your landlord whether:

- You have claimed Housing Benefit
- We have made a decision on your claim
- We had made a payment to you; or
- We need more information to make a decision on your claim, and if so what information we need

We will not give your landlord any information about:

- Your personal or household circumstances; or
- Your financial circumstances

You can withdraw your permission at any time. It will not affect your claim if you don't give us permission to discuss your claim with your landlord. If you want to give us your permission to discuss your claim with your landlord, please sign below.

I give my council permission to share with my landlord, or their agent.

* In certain circumstances, under the Welfare Reform Act 2012, we can share information with your landlord without your permission. We will only do this where the circumstances of your claim allow this to happen.

Your signature

Date

Part G Other changes in circumstance

Apart from the changes you have told us about in this form, have there been any other changes in your circumstances?

Yes

No

If 'Yes', please tell us what has changed and when it changed in Part H.

For example of changes of circumstances please see Part I on page 11.

Part H Additional Information

If you want to give any more information that would help us deal with your claim, please give details in this section. If there is not enough room, please attach a separate sheet of paper.

A large rectangular area with a solid black border, containing numerous horizontal dotted lines for writing.

Part I 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, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign. Please read this declaration carefully before you sign and date it.

- The information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I knowingly give information or evidence that is incorrect, incomplete or false, I may be liable to prosecution or other action.
- I agree that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Support, or both. You may check some of the information with other sources as allowed by the law.
- I understand that 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.
- I know that I must tell the Benefits Service of my Local Authority in writing straight away about any change in my circumstances which might affect my claim. Some examples of changes you must tell us about are given below (if you are not sure if a change may affect your claim please tell us anyway):
 - If you rent your home, any changes to your rent or conditions of tenancy
 - If you change address, even to another room in the same house
 - Absence from your home for more than 13 weeks / 4 Weeks
 - Tax Credit changes
 - If you or your partner start working or change employer
 - If you or your partner have a baby
 - If anyone joins or leaves your household
 - If the income of anyone in your household goes up or down
 - If a child leaves school or Child Benefit stops
 - If you or your partner's income goes up or down
 - If you or your partner's savings or investments go up or down
 - If you or your partner make a claim for Universal Credit, or
 - If you or your partner come off Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit.

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. For further information, see <http://www.surreyheath.gov.uk/council/information-governance/data-matching-national-fraud-initiative> or contact corporateenforcement@surreyheath.gov.uk

You may pass the information to other agencies, or organisations such as the Department for Work and Pensions or HM Revenues and Customs and any other parties as allowed by law. You may check information I have provided, or information about me that someone else has provided, with other information held by you. You may also get information about me from certain third parties, or give them information to prevent or detect crime; protect public funds and make sure the information is correct. These third parties include Government departments, local authorities and private-sector companies such as banks, organisations that may lend me money and companies that assist in fraud detection and prevention such as credit reference agencies. You will not give information about me to anyone else or use information about me for other purposes, unless the law allows you to do so.

Signature of person claiming

Date

Partner's signature

Date

The section below must be filled in **if someone has filled in the claim form for you**.

This includes an agent, appointee, relative or friend.

I have filled in this form on behalf of

As they cannot fill in the form because

I am (block capitals)

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 of the person

Date

When you have completed this form please return it to:

**The Benefits Section
Surrey Heath Borough Council
Surrey Heath House
Knoll Road
Camberley
Surrey GU15 3HD**

If you need help completing this form or require a home visit please contact the Benefits Section by:

By Phone: 01276 707100

By Email: benefits@surreyheath.gov.uk

Opening hours are: Monday to Thursday 8.30 am to 4.30 pm
Friday 8.30 am to 4.00 pm



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