



Date Stamp

[Empty box for stamp or reference]

Housing and Council Tax Benefit - Change of Address Form

HB/CTB Ref. []

We are committed to ensuring that no member of the public or employee is treated less favourably than any other on the grounds of gender, sexual orientation, race, colour, religion, ethnic origin, age, disability or any other condition that cannot be justified during contact with you.

To request a copy of this form in another format or language phone (01803) 207201.

HOW TO COMPLETE THIS FORM

- Please use this form to tell us about a change in your address. If you have had any additional changes in your circumstances please tell us about these in Part 7.
- If you do not fill in this form properly or completely, i.e. answer all questions, it will be returned to you and this will delay your claim. If you need help to complete this form or you are unsure of what is required, please contact the Benefit helpline or call into one of the Connections offices. Please complete as much of the form as possible before contacting the Council.
- Please use black or blue 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.

Part 1 – Your Details

Title (Mr, Mrs, Ms, Other) [] First Names []

Surname or family name []

Date of Birth [] / [] / []

Telephone No. []

Email address []

National Insurance Number
 Letters [] [] [] [] Numbers [] [] [] [] Letter []

How would you like to be contacted? (please tick)
 Telephone [] Email [] Letter []

Part 2 – Address Details

At your new address are you? (please tick one box)

A Private Tenant Housing Association Tenant

An Owner Occupier A Council Tenant

My new address is

[]

[]

[]

[]

[] Postcode

Part 5 – About rent continued

What is the property let as?

Tick the box that applies.

Furnished

Hardly any furniture

Partly Furnished

Unfurnished

When is the next increase due?

Has your rent been registered as a fair rent by a rent officer?

No

Yes

Please send us the notice of registration form RO5.

Are you behind with your rent?

No

Yes

By how many weeks?

What is your Council Tax reference number?

Does your rent include money for the following?

Meals

No

Yes

How much?

£

every

Breakfast

Lunch

Evening meal

General counselling and support

No

Yes

Personal care and support

No

Yes

How much?

£

every

Are you living away from home at the moment?

No

Yes

Go to **Part 6**

Go to **the next question**

Why are you not living at home?

When did you last live at home?

When do you expect to go back home?

What is the address of where you are living at the moment?

Have you sublet your home?

No

Yes

Who lives there now?

Part 6 – How you will be paid and the choices you have

PAYMENT DIRECT INTO AN ACCOUNT

This is the safest way to pay you and is the most flexible for you. You can use a bank, building society or other account provider. Most accounts allow you to make savings on some of your bills by paying them by Direct Debit. **If we cannot pay you direct, we will pay you by cheque.** You can get a free copy of the Financial Services Authority consumer leaflet: *No Bank Account? - Why it could pay you to have one.* You can get this by phoning 0845 606 1234, or you can also get more information on bank accounts at their consumer website at: www.fsa.gov.uk/consumer/banking/index.html.

Tenants entitled under Local Housing Allowance (LHA) Rules

Your benefit will be paid directly to you unless you feel this may cause you difficulty. From 7th April 2008, as part of the introduction of Local Housing Allowance, we are supposed to pay Housing Benefit direct to tenants. However, if a person has special reasons why they cannot manage payments themselves, they may come under our Safeguard Policy (please contact us if you would like to see a copy of this or go online to www.torbay.gov.uk/lha-safeguardpolicy-2.pdf) and we may be able to pay the Landlord.

If you need assistance opening a bank account you can get help from "Torbay Pound". a leaflet explaining what services they offer is available by calling 01803 207201, or on our internet at www.torbay.gov.uk/index/advice-benefits/benefits/localhousingallowance/howishapaid.htm.

If you feel that you cannot manage payments of Housing Benefit, please explain in writing the reasons for this. In addition, we would need you to supply written evidence to support your request from one or more of the following sources:

- a family member
- a Social Services worker
- a Women's Refuge
- Age Concern
- a care worker
- Supporting People staff
- other support organisations
- the Probation Service
- your GP
- Torbay Care Trust staff
- Torbay Pound
- support organisations for people with addictions

Please note that this is not a definitive list and any other evidence would also be considered.

Housing Association and Tenants who are exempt from Local Housing Allowance

You can have payments made to you or your landlord if you prefer.

Council Tax Benefit

If you are awarded Council Tax Benefit, this will be paid into your Council Tax account.

Finding out how much is paid into your account

We will tell you whenever we know there is going to be a change in the amount we pay into your account. You can check your Housing Benefit payments on your account statements. If you think your payment is wrong, get in touch with us. If we have changed your Council Tax Benefit you will receive a new Council Tax bill to show the new amount payable.

ABOUT THE ACCOUNT YOU WANT TO USE. You **must** tick one of these boxes

Tick this box if you agree to be paid directly into an account

Please give your account details on the next page. You must fill in ALL the boxes including the building society roll or reference number if you have one.

You can find the account details on the cheque book, passbook or statements. If you are not sure about the details, ask the bank, building society or other account provider.

Tick this box if you would like to be paid by cheque.

Go to **Part 7**

Part 6 – How you will be paid and the choices you have contd.

ABOUT THE ACCOUNT YOU WANT TO USE contd.

Whose name or names is the account in? Please tick one box

Please note:

- 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. in your name
 in the name of your partner
 in both the names of you and your partner
 in the name of the person acting on your behalf
 in both the names of you and the person acting on your behalf
- By ticking the box for an account that includes the name of the person acting on your behalf, you confirm that you will authorise them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

What name or names is the account in?

Please write the name or names as they appear on the cheque book, passbook or statement.

Full name and address of bank or building society

Sort Code - of the bank, building society or other account provider. Please tell us all six numbers, for example: 12-34-56

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Account number -

This is 7 to 10 numbers long.

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MORE INFORMATION IF IT IS A BUILDING SOCIETY ACCOUNT

Building Society roll or reference number

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Some building society accounts use a roll or reference number. The number is on the passbook. The roll or reference can contain letters and numbers and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

It is important that these details are accurate or payment may be delayed.

Part 8 – Changes you must tell us about

Tell us straightaway and provide proof 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, or 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.
- you receive any decision from the Home Office.
- there are any other changes.

This is not a full list, if you are not sure, contact us.

If you don't tell us you may lose money you are entitled to or you may get too much benefit.

It is an offence under the Social Security Administration Act 1992 not to tell us about any change that affects your benefit.

Any changes in circumstances can be reported in person at our Connections Offices, by telephone, in writing or by email. Please see back page for further details.

How we collect and use the information

The information collected on this form and from any supporting evidence will be used by Torbay Council to process your Housing Benefit and Council Tax Benefit claims and any claim that you may make for discretionary Housing payments. The information may be passed to the Department for Work and Pensions, Pension Service, Employment Service and HM Revenue and Customs, as permitted by law.

We may check information provided by you, or information about you provided by a third party, with other information held by us. We may also get information from certain third parties, or give information to them to check the accuracy of the information, to prevent or detect crime, or to protect public funds in other ways, as permitted by law. These third parties include Government departments, local authorities and fraud agencies as well as the Audit Commission national fraud initiatives.

Torbay Council is the Data Controller for the purposes of the UK Data Protection Act 1998. If you want to know more about what information we have about you, or the way we use it, you can ask the Council for further details by going onto the Information Governance pages on Torbay Council's Internet, or email them at: **dataprotection@torbay.gov.uk**.

We will not disclose information about you to anyone outside Torbay Council nor use information about you for other purposes unless the law permits us to.

Part 9 – 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.

- **I declare** that the information I have given on this form is correct and complete as far as I know and believe.
- **I understand** that if I give information that is incorrect or incomplete, 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 Benefit, 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 understand** that I must always tell you about any change in my circumstances straight away and in writing.
- **I understand** that if I do not tell you about any change of circumstances and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- **I understand** that I may be prosecuted if I do not tell you about any change of circumstances.

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.

I declare that as far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of the person who filled in this form

Signature

Relationship to the person claiming

Date

 / /

Part 10 – Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being 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.

The law requires that we inform your landlord of certain decisions we make on your claim, for example, when a decision is made to pay your benefit to your landlord.

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 or renewed your claim for Housing Benefit, or
- we have made a decision on your claim, or
- we need more information to make a decision on your claim, and what that information may be.
- 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 do not give us permission to discuss your claim with your landlord.

If you want to give us permission to discuss your claim with your landlord, please sign below.

Giving information to a third party

In some circumstances you may wish the Council to give information to a third party. For example, you may want a friend to contact the Council on your behalf. If you want the Council to disclose information to anybody else other than yourself, you must give your permission.

- Clearly state the exact information that can be disclosed.
- Clearly state the name and address of the person the information can be disclosed to.

I give Torbay Council permission to share information about the progress of my Housing Benefit claim with:

My landlord or their representative

A third party

Landlord /
Representative's Name
or Third Party's Name

Full name in
CAPITAL LETTERS)

Address of
Landlord /
Representative
or Third Party

<input type="text"/>
<input type="text"/>
<input type="text"/>
Postcode

Your Signature

Date

/	/
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When we get the completed form

If our office has not contacted you within 14 days of sending in your claim you should contact us immediately. We may have to write to you for more details. You should return all of the information we request within one month of the date of request.

Thinking of moving?

If you pay rent to a private landlord, you can find out how much rent the Council can use when calculating your entitlement before you decide to take the tenancy. We will publish the Local Housing Allowance (LHA) rates before the start of each month. You can check these rates for Torbay on the Council's Website at www.torbay.gov.uk/benefits or in any of the Council's Connections offices or by telephoning the Council on (01803) 207201.

Do you know anyone making false claims for benefits?

If you do, call the Fraud Hotline on Freephone 0800 731 2731 which is available 24 hours a day. 100% confidentiality guaranteed with all information relating to fraud action. You do not have to give your name or address.

Returning the form

Once you have filled in this form, sign it and return it to us straightaway. If you delay returning this form you may lose benefit.

If you cannot get the proof we need straightaway, return the form but let us know that you will be sending some proof later.

You have one month from returning the form to provide the additional information.

If you return this form and documents in person to one of our Connections offices you can be issued a receipt.

Checklist

We must see **original documents**, not copies.

Please do not send valuable items through the post. If you can, bring them into one of our Connections offices. We will take the details we need and give you the documents back straight away. 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.

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 private rent and tenancy: Tenancy agreement or a letter from your landlord, or completed Landlord Declaration at the end of this form.

DO NOT DELAY IN SENDING THIS FORM IN.

QUESTIONNAIRE - We need to monitor the ethnic groups who apply for benefit to ensure that we are meeting the needs of our customers. This information is confidential and will be used to improve access to our services and help provide equal opportunities for everyone.

The completion of this survey is voluntary.

A - Please indicate which background you feel you belong to:

ASIAN

Bangladeshi

Indian

Pakistani

Other Asian background

Please specify

MIXED ETHNIC BACKGROUND

Asian and white

Black African and white

Black Caribbean and white

Other mixed ethnic background

Please specify

BLACK

African

Caribbean

Other black background

Please specify

WHITE

Any white background

ANY OTHER ETHNIC BACKGROUND

Any other ethnic background

Please specify

CHINESE

Any Chinese background

B - Please indicate your nationality

British or mixed British

Scottish

English

Welsh

Irish

Any other nationality

Please specify

If you need to contact us:

Further information - On Housing Benefits and Council Tax benefits can be found at www.torbay.gov.uk/benefits.

Enquiries in Person - If you wish to make enquiries in person our offices are:

TORQUAY Connections, Town Hall, Torquay TQ1 3DR

Opening times: Mon, Tues, Wed, Thurs, Fri 8.30am to 5.00pm
Wed 9.30am to 5.30pm

**PAIGNTON Connections, Paignton Library & Information Centre
Great Western Road, Paignton TQ4 5AG**

Opening times: Mon, Tues, Wed, Thurs, Fri 9.00am to 5.00pm

BRIXHAM Connections, New Road, Brixham TQ5 8TA

Opening times: Mon, Tues, Thurs, Fri 9.00am to 4.15pm
Wed 9.30am to 4.15pm

Telephone Enquiries - The benefit helplines are staffed during the following hours:

Mon, Tues, Thurs, Fri	8.30am to 5.30pm
Wed	9.30am to 5.30pm
Sat	8.30am to 12 noon

The telephone number is (01803) 207201.

If you need to write to us our address is -

Benefit Section, Town Hall, Castle Circus, Torquay, TQ1 3DS.

Email Enquiries -

For Housing and Council Tax Benefit queries:

housing.benefits@torbay.gov.uk

For Council Tax queries:

council.tax@torbay.gov.uk

For Local Housing Allowance queries:

lha@torbay.gov.uk

Landlord Declaration

FOR YOUR LANDLORD TO COMPLETE ONLY IF YOU HAVE NOT GOT A FORMAL TENANCY AGREEMENT

This form will not be accepted as proof of rent if it has been changed, tampered with or if any parts of the form have been completed by anyone other than the landlord or landlord's agent.

Tenant's name

Address

Are you, your partner or any of your partner's children related to your tenant or your tenant's partner? Yes No

(Related includes - related by marriage, civil partnership, even if ended, e.g. ex wife, husband, civil partner, aunt, uncle, sibling, parent, son or daughter in law or step child.)

What is the relationship?

What date did the tenant move in? / /

What date did the tenancy start? / /

Length of tenancy?

How much is the rent? (This should include any services you expect your tenant to pay under the terms of the tenancy.)
£

Are there any rent arrears? Yes No Date last paid / /

If yes, how much? £

When is the next rent increase due? / /

Please name any other joint tenants at the property.

What is the total rent paid by all tenants? £

Is the accommodation furnished by you? No
Yes
Fully furnished Partly furnished Minimally furnished

The Accommodation
Please fully complete the table below.

Type of room	Number in building	Number used solely by this tenant	Number shared with other tenants/landlord
Bedsitting room			
Bedrooms			
Living room			
Kitchen			
Kitchen / Diner			
Bathroom			
Toilet			
Bathroom / Toilet			
Other rooms			

Please cut here to detach

Landlord Declaration contd.

Services

(a) How does your tenant pay for the following services? Please tick appropriate box for each service.

	Is the service included in the rent you charge?	Do they pay by meter?	Do they receive a bill from the supplier?	Do they pay extra on top of their rent for any of these services?	If yes please state the amount payable and frequency paid
Water Rates	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	£
Cooking	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	£
Heating	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	£
Hot Water	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	£
Lighting	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	£

(b) Do you provide your tenant with meals? Yes No
 If yes, please tick which meals you provide: Breakfast Lunch Evening meals

(c) Does your tenant's rent include any of the following? Please tick yes or no to each question.

Personal laundry service	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Provision of an emergency alarm	Yes <input type="checkbox"/>	No <input type="checkbox"/>
General counselling or other support service	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Landlord's Declaration

I declare that the information I have given is true. I understand that to provide false information or to contrive a tenancy with a tenant in order to obtain Housing Benefit is a criminal offence. To do so could result in prosecution and recovery of any benefit granted.

Data Protection

The information declared on this form will be used to assess entitlement to Housing and Council Tax Benefit for the applicant and in the recovery of overpaid Housing and Council Tax Benefit.

You have a right of access to the information that this Council holds about you. To request this please write to Data Protection Office, Town Hall, Castle Circus, Torquay TQ1 3DR.

We must protect the public funds we handle and so may use the information you have provided on this form to prevent and detect fraud. We may also share this information for the same purposes with other organisations that handle public funds.

I understand that:

- I can be prosecuted if I accept benefit I know I am not entitled to.
- I must tell the Housing Benefit Section of any change in the rent.
- I must notify any changes in circumstances of my tenant that I know.
- The Council may recover any overpayment direct from the landlord or the tenant.
- I have read and understood the instructions given on this page.
- If I am receiving Housing Benefit payments on behalf of my tenant, I undertake to repay, on request, any overpaid Housing Benefit to Torbay Council. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Signature

Date / /

Name

Address
 Postcode