



Date Stamp

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# Housing and Council Tax Benefit - Change of Circumstances Form

HB/CTB Ref. [Empty box]

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.**

- 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.
- 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.

## Part 1 – Your Details

**Title (Mr, Mrs, Ms, Other)** [Empty box]

**First Names** [Empty box]

**Surname or family name** [Empty box]

**Date of Birth** [ / / ]

**Telephone No.** [Empty box]

**Email address** [Empty box]

**How would you like to be contacted** Telephone  Email  Letter

**National Insurance Number**

Letters [ ] [ ] [ ] [ ] Numbers [ ] [ ] [ ] [ ] Letter [ ]

**Address**

[Empty box for address]

**Are you?** (please tick one box)

A Private Tenant  Housing Association Tenant

An Owner Occupier  Council Tenant

## Part 2 – Household Composition

Please list everybody who normally lives with you. This includes your partner (a person you are married to or a person you live with as if you are married to them or a civil partner of a person you live with as if you are civil partners) if you have one, tenants, subtenants, boarders, friends and children. If none please write "none".

Name	Relationship to you	Date of Birth	Income / Amount

If anyone has moved in or out of your household or there has been a change in their income please complete Part 7 giving full details.

## PLEASE PROVIDE PROOF OF ALL INCOME DECLARED IN PARTS 3, 4 & 5.

### Part 3 – About Income Support, Income-based Jobseeker's Allowance, Minimum Income Guarantee and Pension Credit

Are you or your partner getting No   
 or waiting to hear about a Yes  Answer both the questions in this part  
 claim for Income Support, Income-based Jobseeker's Allowance, Minimum Income Guarantee or Pension Credit?

What benefit are you getting or waiting to hear about?

YOU

YOUR PARTNER

Waiting to hear

Waiting to hear

Getting now  When did you start getting it?

Getting now  When did you start getting it?

/ /

/ /

### Other Benefits and Pensions

Please give details of all benefits and pensions you or your partner receive and how often they are received (e.g. weekly, four weekly, monthly). For example: Tax Credits, Incapacity Benefit, Employment and Support Allowance, Disability Living Allowance, Pension Credits Child Benefit. If none please write "none".

Type	Amount	How often	Who receives it?
	£		
	£		
	£		
	£		
	£		

Please provide your most recent notification for each of the benefits you have declared above. If you are unsure what evidence you should supply, contact the Council, our contact details are on the back of this form.

## Part 4 – Earnings

Do you or your partner work?

Yes

Please answer all the questions below

No

Are you or your partner self-employed?

Yes

No

**If you are employed in more than one job please give full details of all other jobs in Part 7.**

What kind of work do you do?

You	Your Partner

What is your employer's name and address?

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When did you/they start this job?

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Are you employed for a limited period?

No

Yes

When will you finish?

No

Yes

When will you finish?

How often do you get paid?

Every	Every
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How much do you get paid before tax and National Insurance get taken off?

£	£
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How are you paid? For example, in cash, by cheque or straight into a bank account?

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How many hours a week do you usually work?

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Are you getting Statutory: Sick, Maternity, Paternity or Adoption pay?

No

Yes

No

Yes

Are you getting any other sick pay or maternity pay from your employer at the moment?

No

Yes

No

Yes

Do you pay into a private or company pension scheme?

No

Yes

No

Yes

## Part 4 – Earnings contd.

Do you or your partner pay any childminding costs to a registered childminder, a nursery or an after-school club?

No	<input type="checkbox"/>
Yes	<input type="checkbox"/>

Please tell us about it below

Tell us the name and registration number of the minder.

How much do you pay a week?

£	<input type="text"/>	a week
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We need to see proof of this

Is the childminder registered with Ofsted or the SureStart approved scheme?

No	<input type="checkbox"/>
Yes	<input type="checkbox"/>

Which child/children do you pay these costs for?

## Part 5 – Other Income

Please give details of all other income you or your partner receive and how often it is received. For example: maintenance payments, money from a trust fund, training allowances. If none please write "none".

Type	Amount	How often	Who receives it?
	£		
	£		
	£		
	£		

If your income has changed please complete Part 7 giving full details.

Please provide proof of all the income you have declared above. If you are unsure what evidence you should supply, contact the Council, our address and telephone number are on the back of this form.



## Part 8 – 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](http://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](http://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](http://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 8 – 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 9 – Changes you must tell us about**

Tell us straight away 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 may be 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.

## Part 10 – 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.

- **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 if I do not tell you about any change of circumstances I may be subject to sanctions up to and including prosecution.

**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 11 – 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.

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**I give Torbay Council permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.**

Landlord or Representative's Name	<input type="text"/>		
Full name in CAPITAL LETTERS)	<input type="text"/>		
Address	<input type="text"/>		
	<input type="text"/>		
	Postcode		
Signature	<input type="text"/>	Date	<input type="text"/>

## 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](mailto: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.

## 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 written permission. You will need to write to us and your letter must:

- Give your name and address and be dated.
- Be signed by you.
- Clearly state the exact information that can be disclosed.
- Clearly state the name and address of the person the information can be disclosed to.

<b>QUESTIONNAIRE - We need to monitor the ethnic groups who apply for benefit to ensure that we are meeting the needs of our customers.</b> This information is confidential and will be used to improve access to our services and help provide equal opportunities for everyone. <b>The completion of this survey is voluntary.</b>		
<b>A - Please indicate which background you feel you belong to:</b>		<b>B - Please indicate your nationality</b>
<b>ASIAN</b>	<b>MIXED ETHNIC BACKGROUND</b>	British or mixed British <input type="checkbox"/>
Bangladeshi <input type="checkbox"/>	Asian and white <input type="checkbox"/>	Scottish <input type="checkbox"/>
Indian <input type="checkbox"/>	Black African and white <input type="checkbox"/>	English <input type="checkbox"/>
Pakistani <input type="checkbox"/>	Black Caribbean and white <input type="checkbox"/>	Welsh <input type="checkbox"/>
Other Asian background <input type="checkbox"/>	Other mixed ethnic background <input type="checkbox"/>	Irish <input type="checkbox"/>
Please specify	Please specify	Any other nationality <input type="checkbox"/>
<input type="text"/>	<input type="text"/>	Please specify
<b>BLACK</b>	<b>WHITE</b>	<input type="text"/>
African <input type="checkbox"/>	Any white background <input type="checkbox"/>	
Caribbean <input type="checkbox"/>		
Other black background <input type="checkbox"/>	<b>ANY OTHER ETHNIC BACKGROUND</b>	
Please specify	Any other ethnic background <input type="checkbox"/>	
<input type="text"/>	Please specify	
<b>CHINESE</b>	<input type="text"/>	
Any Chinese background <input type="checkbox"/>		

## If you need to contact us:

**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, Thurs, Fri 8.30am to 5.30pm  
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.benefit@torbay.gov.uk](mailto:housing.benefit@torbay.gov.uk)

For Council Tax queries: [council.tax@torbay.gov.uk](mailto:council.tax@torbay.gov.uk)

For Local Housing Allowance queries: [lha@torbay.gov.uk](mailto:lha@torbay.gov.uk)

**Further information on Housing and Council Tax Benefits can be found at [www.torbay.gov.uk/benefits](http://www.torbay.gov.uk/benefits)**