Change of address form for Housing Benefit and Council Tax Support

This form is for people who are currently getting one, or a combination of, Housing Benefit and Council Tax Support, and have moved address. People who have applied for, or are receiving Universal Credit, will have their rent costs included and cannot get Housing Benefit, unless they are living in supported accommodation.

Please answer all the relevant questions and fill in the form in black ink. Please only write in the white areas. It will help us process your form more quickly if you give full answers.

Please send in all information and documents we ask for within one month of changing address, or you may lose benefit or support. We may only amend your claim from the Monday after you tell us about the change.

**Part 1 About your move**

<table>
<thead>
<tr>
<th></th>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other names</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title (Mr, Mrs, Ms and so on)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room number or flat number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tell us your new address and the date you moved in.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td>/</td>
<td>/</td>
</tr>
<tr>
<td>Your daytime phone number</td>
<td>(It may help us to deal with your change more quickly if you tell us.)</td>
<td></td>
</tr>
<tr>
<td>Your e-mail address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you now:</td>
<td>a private tenant?</td>
<td>a joint tenant?</td>
</tr>
<tr>
<td></td>
<td>a housing-association tenant?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a boarder?</td>
<td>living in a hostel?</td>
</tr>
<tr>
<td></td>
<td>owner-occupier?</td>
<td>a joint owner?</td>
</tr>
<tr>
<td>If you are aged between 25 and 34 years, have you ever lived in a homeless hostel for any period of 3 months or more?</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>
If you need to contact Wirral Council, but you don’t speak English, you can phone the call centre on 0151 606 2020 or visit one of our One Stop Shops, where help is available. Just tell us which language you speak, and we can provide an interpreter on the phone.

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This form is available in large print or Braille.

If you need a copy in either, please tick the relevant box. Braille ☐ Large print ☐

You can take your filled-in form to any of the offices mentioned on page 18. If you are returning the form by post, please send your filled-in form and documents to:

Wirral Council, PO Box 290, Wallasey, CH27 9FQ.

It may cost more than a first-class stamp.

For enquiries about Council Tax, Housing Benefit or Council Tax Support, phone 0151 606 2002. (The opening times are on page 19.)
Part 1 About your move – continued

Do you or your partner want to claim Council Tax Support?
No ☐ Yes ☐

Tell us your last address and the date you moved out.

Date:
/ /  

Postcode Postcode

Why did you move?

Did you pay rent at your last address?
No ☐ Go to Part 2.

Yes ☐

Have you told your landlord you have moved or are moving?
No ☐

Yes ☐

What date did you give notice to your landlord that you would be moving out of the property?

/ /  

What date did you return the keys to your landlord?

/ /  

Did you leave any belongings in the property that may have led to your landlord thinking you may return?
No ☐

Yes ☐

Did you return to the property after you had moved out?
No ☐

Yes ☐ Please give reasons why you returned to the property.

Part 2 About where you live – new address

Do you rent your home from a private landlord, housing association or other?
No ☐ Go to Part 8.

Yes ☐ Please say which type.

Housing-association rent account number

Have you or your partner applied or are receiving Universal Credit with housing costs included?
No ☐ Answer the next question.

Yes ☐ Go to Part 3.

What sort of building do you live in?

Semi-detached house ☐

Detached house ☐

Flat in a block ☐

Board and lodgings ☐

Caravan, mobile home or houseboat ☐

Maisonette ☐

Flat over a shop ☐

Terraced house ☐

Residential nursing home ☐

Bungalow ☐

Maisonette ☐

Hostel ☐

Bedsit or rooms ☐

Residential care home ☐

Other ☐
**Part 2 About where you live – new address continued**

<table>
<thead>
<tr>
<th>Question</th>
<th>No</th>
<th>Yes</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there more than one floor? Please include the ground floor.</td>
<td></td>
<td></td>
<td>How many floors are there?</td>
</tr>
<tr>
<td>Which floors do you live on? For example, basement, ground floor, 1st floor.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you and your household live in and use only part of the building?</td>
<td></td>
<td></td>
<td>Where in the building do you live?</td>
</tr>
<tr>
<td>At the front</td>
<td>In the middle</td>
<td>At the back</td>
<td></td>
</tr>
<tr>
<td>How many rooms are there in the building? In the whole building? Just for you and your household? That you share with other people?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Living rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining rooms</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Bed sitting rooms</td>
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<td></td>
<td></td>
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<tr>
<td>Bedrooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathrooms</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Toilets (separate from the bathroom)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchens</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A bedroom only used by a carer who does not live with you</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has your property been changed to accommodate a disability for you or a member of your household?</td>
<td>No</td>
<td>Yes</td>
<td>If yes, please give details</td>
</tr>
<tr>
<td>Do you use separate bedrooms for a disabled partner, child/children, or a non dependant disabled adult?</td>
<td>No</td>
<td>Yes</td>
<td>If yes, please give details</td>
</tr>
<tr>
<td>Do you use separate bedrooms for a foster child/children?</td>
<td>No</td>
<td>Yes</td>
<td>If yes, please give details</td>
</tr>
<tr>
<td>What sort of tenancy do you have? For example, shorthold.</td>
<td></td>
<td></td>
<td>How long is the tenancy for?</td>
</tr>
<tr>
<td>/ / / to / / /</td>
<td></td>
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</tbody>
</table>
Part 2  About where you live – new address continued

Please tick to show if the property is let as:

- partly furnished
- furnished
- unfurnished
- minimally furnished

Do you use your home for business purposes?

No ☐  Yes ☐

Do you or your partner have a main home somewhere else?

No ☐  Yes ☐ What is the address?

If your main home is somewhere else in the UK or abroad, tick ‘Yes’, even if you do not pay rent for it.

Postcode

How much rent do you pay for this home? £

Part 3  About children who live with you

You may be able to get extra benefit for children you get Child Benefit for if they normally live with you and they are:
• under 16;
• aged 16 or 17 and registered for work or youth training; or
• aged 16 or over, but still under 20 and in education doing a course not higher than GCE A-level, SCE Higher level or GNVQ (advanced).

Do you have any children?

No ☐  Go to Part 4.

Yes ☐  Tell us about the children who live with you.

For more than four children, use a separate sheet of paper.

If you are sending a separate sheet of paper, tick this box. ☐

<table>
<thead>
<tr>
<th>First child</th>
<th>Second child</th>
<th>Third child</th>
<th>Fourth child</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other names</td>
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<td></td>
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<tr>
<td>Date of birth</td>
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<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td>What is the child’s sex?</td>
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<td></td>
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<td></td>
<td></td>
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<tr>
<td>The child’s relationship to you</td>
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</tr>
<tr>
<td>Usual address if different from yours</td>
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<td></td>
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<td></td>
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</tr>
<tr>
<td>If this child was not on your last form, please give the date they moved in and their previous address.</td>
<td></td>
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<tr>
<td>Child Benefit number</td>
<td></td>
<td></td>
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<tr>
<td></td>
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<tr>
<td>Who gets the Child Benefit for them?</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
<td></td>
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</tbody>
</table>
Part 3 About children who live with you – continued

Is the child registered blind or getting Disability Living Allowance?

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

Yes | Yes | Yes | Yes |

Do you pay any childminding costs for this child?
For example, to a childminder, nursery or after-school club.

Tell us the name and registration number of the minder.

<table>
<thead>
<tr>
<th>How much do you pay a week?</th>
<th>How much do you pay a week?</th>
<th>How much do you pay a week?</th>
<th>How much do you pay a week?</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
</tbody>
</table>

We need to see proof.

Part 4 About other people who live with you

Do any other people normally live with you and your partner?
By other people we mean people 16 and over, who nobody gets Child Benefit for.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>Go to Part 5.</td>
</tr>
</tbody>
</table>

Yes | Tell us about all the adults, except your partner, who usually live with you. |

Are any of the people who normally live with you married to each other or living together as if they are married?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Yes | Tell us their names. is the partner of |

And | is the partner of |

Now tell us about all the people who normally live with you and your partner.
If you want to tell us about more than three people, use a separate piece of paper.

If you are sending a separate sheet of paper, tick this box. □
### Part 4 About other people who live with you – continued

<table>
<thead>
<tr>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Last name</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other names</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Date of birth</strong></td>
<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td><strong>National Insurance Number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Their relationship to you</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For example, aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner or friend.

**Usual address if different from yours**

If this person was not on your last form, please tell us the date they moved in and their previous address.

<table>
<thead>
<tr>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td>/ /</td>
<td>/ /</td>
<td>/ /</td>
</tr>
</tbody>
</table>

Do they get Income Support, or income-based Jobseeker’s Allowance, or Universal Credit?

- No
- Yes

We will contact the Department for Work and Pensions to confirm the information given.

**Do they get Disability Living Allowance, Personal Independence Payment or Attendance Allowance, or are they registered blind?**

- No
- Yes

**Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?**

Tell us which one.

- No
- Yes

**Do they pay rent to you or your partner?**

**Are they severely mentally impaired?**

**Are they in legal custody at the moment?**

- No
- Yes

When are they expected to come out?

- / /

**Are they in hospital at the moment?**

- No
- Yes

When did they go in?

- / /

When are they expected to come out?

- / /
Part 4  About other people who live with you – continued

Do they normally work for 16 hours or more a week?

No  No  No

Yes  Yes  Yes

Tell us their weekly earnings before deductions for things like tax and National Insurance

£  £  £

We need to see proof of their earnings.

Do they have any other income, benefits or allowances at all?

No  No  No

Yes  Yes  Yes

Tell us their weekly earnings before deductions for things like tax and National Insurance

£  £  £

We need to see proof of their income.

Part 5  About rent

If you are receiving Universal Credit with housing costs included, go to Part 8.

How much rent do you pay?
You can get this information from your landlord or tenancy agreement.

£  every week, fortnight, four weeks or month

Does anyone else share the rent with you and your partner?

No  No  No

Yes  Yes  Yes

Tell us their names and what share of the rent they pay (for example, half).

When is the next rent increase due?

/  /

Are you a tenant of a ‘housing co-ownership’ property?

No  No  No

Yes  You will not be entitled to help with your rent payments.

Are you a tenant of a ‘shared ownership’ property?

No  No  No

Yes  Yes  Yes

We must see proof of your rent and tenancy before we can decide how much benefit you can get. Read the checklist in Part 10 to see what you can use as proof.
Has your rent been registered as a fair rent by the rent officer?  
[ ] No  
[ ] Yes

Do you have any weeks when you do not have to pay rent?  
[ ] No  
[ ] Yes  
[ ] How many?

Are you behind with your rent?  
[ ] No  
[ ] Yes  
[ ] How much do you owe? 
[ ] Please provide proof.

Are any of your Social Security benefits being reduced to pay back the rent you owe?  
[ ] No  
[ ] Yes

Who pays the Council Tax on your home?  
[ ] You and your partner  
[ ] Your landlord  
[ ] Someone else – Tell us who pays the Council Tax.

Does your rent include money for the following?  

Meals  
[ ] No  
[ ] Yes  
[ ] How much? 
[ ] Which meals are included?

Heating  
[ ] No  
[ ] Yes  
[ ] How much?

Lighting  
[ ] No  
[ ] Yes  
[ ] How much?

Hot water  
[ ] No  
[ ] Yes  
[ ] How much?

Fuel for cooking  
[ ] No  
[ ] Yes  
[ ] How much?

Laundry  
[ ] No  
[ ] Yes  
[ ] How much?

Cleaning rooms or windows  
[ ] No  
[ ] Yes  
[ ] How much?

Gardening  
[ ] No  
[ ] Yes  
[ ] How much?

Garage or parking space  
[ ] No  
[ ] Yes  
[ ] How much?  
[ ] Do you have to rent the garage as part of your tenancy agreement?  
[ ] No  
[ ] Yes

General counselling and support  
[ ] No  
[ ] Yes  
[ ] How much?

Council Tax  
[ ] No  
[ ] Yes  
[ ] How much?
Do you pay any service charges separate from your rent?  
For example, for cleaning or lighting in shared areas, an alarm system, a warden or lift maintenance.

No [ ] Yes [ ] How much? £
What for?

Do you pay water charges direct to the water authority?  

No [ ] Yes [ ]

Does your property have central heating?  

No [ ] Yes [ ]

Who is responsible for decorating?  

Inside [ ] You [ ] Your landlord [ ]
Outside [ ] You [ ] Your landlord [ ]

What is your landlord’s name and address?  

By landlord we mean the person or organisation who owns the property you live in.

Landlord

[ ]

Postcode

Phone number

Agent

If your landlord has an agent, you must supply your landlord’s name as well as the agent’s details to avoid delays in processing your claim. By agent we mean the person or organisation you actually pay your rent to.

[ ]

Postcode

Phone number

Are you, your partner or any child you are claiming for related to your landlord, your landlord’s partner, your agent or your agent’s partner?  
Related includes related through marriage, even if the marriage has ended.

No [ ] Yes [ ]

If you ticked ‘Yes’, please tell us who the relationship is between and the nature of that relationship.

Have you previously owned the property where you now live?  

No [ ] Yes [ ]

When did you sell it?  
(We will write to you about this.)

Did you have to sell, so you could stay in your home?  

No [ ] Yes [ ]

If ‘Yes’, please give your reasons.
Part 6 How do you want to be paid?

We can pay your money:

• straight into a bank or building society account;

• direct to your landlord usually for, up to eight weeks. (This is to give you time to open your own bank or building society account); or we may do this if:
  – we consider it is in your best interest; or
  – we believe you may have difficulty managing your rent.

• direct to your landlord if your landlord is a housing association or registered social landlord;

• direct to your landlord if the rent has been reduced in line with Local Housing Allowance rates, to help secure or renew your tenancy, or

• direct to your private landlord, but only if there is a reason why you cannot manage your own rent payments. If you think this applies to you, please tick this box. We may write to you for more information.

My landlord is a housing association or registered social landlord and I want my Housing Benefit to be paid direct to them.

We will contact your landlord for their bank details.

Do you have a bank or building society account?  

No We will contact you. We may also contact your landlord.  

If you do not want us to contact your landlord, tick this box.

Yes

I want my benefit to be paid into my bank or building society account.

Tell us the following details.

Name of bank or building society

Address

Postcode

Whose name is the account in?

Account number

Sort code

If your landlord is a housing association or registered social landlord and you want us to pay your benefit straight to them, you must sign this declaration.

Please pay my Housing Benefit straight to my landlord. I understand that:

• I must always tell you about any change in my circumstances;

• If I do not tell you about any change of circumstances and you pay me too much benefit because of this, I will have to pay back the extra benefit; and

• I may be prosecuted if I do not tell you about any change of circumstances.

Signature

Date / /
Part 7  Sharing information with your landlord

Sharing information with your landlord could help us to 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.

In some cases we can share certain information with third parties without your permission where government legislation allows us to do this.

By law, we must tell your landlord about certain decisions we make on your claim, for example, when we decide to pay your benefit to your landlord.

In certain circumstances your first payment may be by cheque, made payable to your landlord, or to your landlord’s bank account.

If you give us permission to share information with your landlord, we would be able to tell your landlord whether:
• you have claimed Housing Benefit;
• 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 information about 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.

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

Signature

Full name
(in CAPITAL LETTERS)

Date / /
Part 8 Any other changes?

You must tell us about any changes in your circumstances, such as the following.

• You change your address.
• Your income, or the income of anyone who lives with you, goes up or down.
• You, or anyone you live with, stop getting Income Support, income-based Jobseeker’s Allowance, or income-based Employment and Support Allowance (including if you become sick and produce medical evidence).
• You, or anyone you live with, start getting Universal Credit.
• You, or anyone you live with, start work or change jobs.
• You, or anyone you live with, go into hospital.
• Anyone joins or leaves your household (for example, the birth of a baby or a non-dependant moves in/out of the household).
• You, or anyone you live with, start or leave full-time education.
• The rent you pay to a private landlord changes.

If you do not tell us about changes immediately, we will not be able to backdate the change if it leads to an increase in your Housing Benefit. This means that you will lose out on Housing Benefit to which you would otherwise have been entitled.

However, if the change leads to a reduction in your entitlement, we must work out your Housing Benefit or Council Tax Support again from the date the change happened. This means that we may ask you to pay back any benefit which you were not entitled to.

We may take legal action against you if you give us information that is incorrect or incomplete.

You will need to provide written evidence of the change (for example, wage slips if you have started working or a new tenancy agreement or letter from your landlord if your rent has increased).

If you are not sure what evidence you should provide, please phone 0151 606 2002 or call at one of our one stop shops for help.

Please use this space to tell us about any change since you have moved address.

Continue on a separate sheet if necessary. If you do, please tick here.

Please read this declaration carefully before you sign and date it.

I understand the following.
Part 9 Declaration

• If I give information that is incorrect or incomplete, you may take action against me, which could include court action.
• You will use the information I have provided to change my claim for one, or a combination of, Housing Benefit, Council Tax Support. You may check some of the information with other sources within the council and other councils.
• 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 government organisations, if the law allows this.

I know I must let the council know straightaway about any further change in my circumstances that might affect my claim. I understand that if I have knowingly provided false or incomplete information and fail to tell you about changes in my circumstances, I may be prosecuted.

I declare the information I have given on this form is correct and complete.

Your signature

Date

/ / 

Your partner’s signature

Date

/ / 

Use this 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.

Name of the person who filled in the form

Signature of the person

Relationship to the person claiming

Date

/ / 

Part 10 Checklist

Please tick to tell us what proof you are sending with this form. We must see original documents, not copies. You can upload this evidence to our website: www.wirral.gov.uk/evidence

If you do not provide all the proof we need, we might not be able to pay you any benefit. We need the same proof for your partner, if you have one, and for any other adults living in your home.

If you cannot send the proof we need at the moment, send the form back to us now and send or upload your evidence: www.wirral.gov.uk/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 proof we have asked for.

Please do not send valuable documents through the post. Take them to any of our local offices. We will take the details we need and give you the documents back straightaway. If you cannot get into one of the office, phone us for more advice.

Proof of private rent and tenancy
Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord. If you fill in this form before you move into your new address, you must tell us the date you actually move in.

Proof of identity – you do not have to give this if you have claimed before
Such as a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EEC identity card or recent gas or electricity bill.

Proof of savings and investments
Such as all your bank, building society or post office books, or certificates for Premium Bonds, bank statements showing transactions for the last two full months (we do not accept ministatements), National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see proof of any interest or dividends you get on investments and savings.

Proof of earnings
This means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every month. We can contact your employer if you do not have these payslips but this may cause delays in processing your application. If you or your partner are self-employed, we need to see your accounts for the last financial year. If you do not have accounts or you have been trading for less than six months, please fill in a self-employed earnings declaration form. (We may ask to see your day books or accounts at a later date.)

Proof of other income
Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.

Proof of benefits, allowances or pensions
Such as award notices or letters from the Department for Work and Pensions confirming how much you get.
If you do not have proof, let us know straightaway.
• If your Housing Benefit does not cover your full rent, it may be possible, in exceptional circumstances, to increase your entitlement. Please ask for a discretionary housing payment form.

• If you have been receiving Income Support, income-based Jobseeker’s Allowance or Employment and Support Allowance and you have started work, you may be entitled to four weeks’ extra benefit. You can apply for this in writing or by phone.

• We will probably visit you to confirm the details you have given on this form and to check that you are receiving all the benefits that you are entitled to.

• You may be entitled to a reduction in the amount of Council Tax you pay. Please refer to the back of your Council Tax bill for more details. If you feel you may qualify for a reduction, you should contact our helpline for advice or visit one of our offices listed on page 18.

**Discretionary Housing Payments**

The Government provides a limited amount of money for Discretionary Housing Payments every year and this money can be used to help people with their rent.

You are eligible to claim if you are receiving some Housing Benefit or the housing element in Universal Credit and:

• there is a shortfall between your Housing Benefit or the housing element in Universal Credit and your rent and,

• the amount of Discretionary Housing Payment paid, when added to your Housing Benefit, or the housing element in Universal Credit entitlement is not more than your rent and,

• you cannot afford to pay the shortfall out of your existing budget.

Discretionary Housing Payments are only for helping with short-term problems, and are not meant to cover long-term situations with your rent.

How much you get depends on your circumstances. We look at each case individually and we pay it for different periods of time. However, there is no guarantee that you will actually get a payment.

You must apply in writing. You can get Discretionary Housing Payment application forms from our One Stop Shops, or from our website.

**Local Housing Allowance**

Remember to check the Local Housing Allowance rates before you move address and take up a new tenancy. The Local Housing Allowance rates are available on our website at www.wirral.gov.uk and are also displayed in all of our one stop shops.

A single person under the age of 35 will have their Housing Benefit restricted to the shared accommodation rate regardless of whether they live in self-contained accommodation.

In some cases, a single person under the age of 35 may be entitled to an exemption to the shared accommodation rate restriction. This exemption will make a difference to the way housing benefit is calculated and could mean that a higher rate of housing benefit is awarded. Contact us to find out more.

**Housing Options Team**

The Housing Options Team can give you free, confidential help and advice on all housing matters. If you are experiencing a problem with your housing we want to see you as soon as you think you may be in difficulty.

To access the Housing Options service you must go to any One Stop Shop where Advisors can offer you advice and assistance. They can also make a referral to Housing Options who will arrange an appointment for you to see a Housing Advisor or Homelessness Officer if required. Further information can be found on the Council website www.wirral.gov.uk
Most of the social housing lettings in Wirral take place through Property Pool Plus (previously known as Wirralhomes), the Choice Based Lettings service. Properties are advertised on the website www.propertypoolplus.org.uk and at One Stop Shops every week and if you are interested in one you need to make a bid. To make a bid you will first need to register with the service via the website or at a One Stop Shop. Property Pool Plus also advertises Available Now social housing and accredited Private Sector properties; for these property types, you need to contact the landlord direct.

**How we collect and use information**

Wirral Council will use the information you give on this form and any supporting evidence you send us, to process your claim for Housing Benefit, Council Tax Support and Education Welfare Benefit. Any information you give which identifies a living individual such as yourself, or another person, is classed as Personal Data and subject to the 8 principles of The Data Protection Act 1998.

Wirral Council is a Data Controller under The Data Protection Act 1998. We are notified with the Information Commissioner and we only process Personal Data within the strict confined of The Data Protection Act 1998. If you would like to know more about how we process Personal Data, please see our website at http://www.wirral.gov.uk/my-services/council-and-democracy/freedom-information-and-data-protection/data-protection-act

If you do not have access to the Internet, you can use Internet provision at our One Stop Shop or any of our libraries. Alternatively, you can write for more information to:

**The Information Manager, Wallasey Town Hall, Brighton Street, Wallasey, Wirral, Merseyside CH44 8ED.**

To make sure you get all the financial help you are entitled to and help reduce the number of times you have to give the same information to us, we will share your information with other relevant service areas and external organisations, such as the Department for Work and Pensions, HM Revenue & Customs and Credit Reference agencies. This sharing of information, helps us improve the quality of service we can offer you, guard against fraud and make sure you receive the correct amount of benefits and support you are entitled to.

Sometimes we may need to check or cross reference information you have given us. We may also give or receive information about you from third parties in order to:

- make sure the information is correct;
- prevent or detect crime; and
- protect public funds.

The third parties include government departments, other local authorities and private-sector organisations such as banks. Please be advised that the Council will not share your information with any third parties unless we have a lawful basis to do so. If you do not have a bank account, we will arrange for you to receive your payment from the Post Office, this means we need to share your details with the relevant third parties involved in processing your payment.
We can now deal with your Housing Benefit and Council Tax Support enquiries at the following offices with appointments only.

Opening times: Monday to Friday, 9am to 5pm unless it says otherwise.

**Bebington One Stop Shop** Pennant House, The Village, Bebington, Wirral, CH63 7PL
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**Birkenhead One Stop Shop** Conway Centre, Conway Street, Birkenhead CH41 6JD
(Open Monday to Friday 9am to 5pm, Saturday 9am to 12.30pm)

**Eastham Library One Stop Shop** Mill Park Drive, Eastham, Wirral, CH62 9AL
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**Heswall Library One Stop Shop** Telegraph Road, Heswall, CH60 0AF
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**Moreton Library One Stop Shop** Pasture Road, Moreton, CH46 8SA
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**Rock Ferry Library One Stop Shop** 257 Old Chester Road, Birkenhead, CH42 3TD
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**Seacombe One Stop Shop** The Dave Jackson Suite, Town Hall, Wallasey, CH44 8ED
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

**West Kirby Library One Stop Shop** The Concourse, West Kirby, CH48 4HZ
(Open Monday, Tuesday, Thursday and Friday 9am to 5pm, Wednesday 10am to 5pm)

Tenants of the following housing associations can go to the offices below to give in forms or tell us about changes in their circumstances.

**Magenta Living:**
Partnership Building, Hamilton Street, Birkenhead, Wirral, CH41 5AA

**Beechwood and Ballantyne Community Housing Association:**
Manor House, Beechwood Drive, Beechwood, Prenton, CH43 7ZU

**Wirral Methodist Housing Association:**
42 Hamilton Street, Birkenhead, CH41 5AE
The One Stop Shops offer the following services in their public areas.

- Wheelchair access.
- Toilets with access for disabled people.
- Car parking spaces for disabled people (blue badge holders).
- Rooms for you to change your baby’s nappy in.
- All sites accept credit/debit cards and cheques. Cash payments only accepted at Conway Centre.
- A children’s play area (unsupervised).

- A variety of information leaflets.
- Private interview rooms.

- Induction loops to help you if you are hard of hearing.

You can write to us at:
Wirral Council, PO Box 290, Wallasey, CH27 9FQ


Monday to Thursday: 8am to 5.30pm • Friday: 8am to 5pm

E-mail: housingbenefits@wirral.gov.uk • counciltax@wirral.gov.uk

Website: www.wirral.gov.uk

To report suspected Benefit Fraud, call free on 0800 731 5783 or text us on 07786 202 304 starting your message with ‘Fraud’.

Citizens Advice Wirral
You can get help to fill your form from Citizens Advice Wirral. They can also give you help and advice if you are struggling to manage money or debts.

Phone: 0344 477 2121

Birkenhead: 50 Argyle Street, Birkenhead CH41 6AF
Wallasey: 237-243 Liscard Road, Wallasey CH44 5TH