



CYNGOR BWRDEISTREF SIROL  
COUNTY BOROUGH COUNCIL

COED PELLA, CONWAY ROAD,  
COLWYN BAY  
LL29 7AZ

**For our use only**

Reference number:

Date of issue:

## CHANGE OF ADDRESS FORM IF CURRENTLY IN RECEIPT OF HOUSING BENEFIT, COUNCIL TAX REDUCTION, FREE SCHOOL MEALS AND SCHOOL UNIFORM GRANT/PUPIL DEVELOPMENT GRANT

When filling in this form, please also tick all relevant boxes.

### Part 1 Your details

Full name (including title)

Current address: (including room/flat number)

Landline

Mobile

Email

**Preferred method of contact**

Landline

Mobile

Email

By selecting e-mail as preferred method of contact any requests for information may be sent to the email address provided, and could be used for future contact with you. If any details change, you must inform our office promptly.

**Benefit reference:**

**National Insurance no.**

Letters	Numbers	Letter
<input type="text"/>	<input type="text"/>	<input type="text"/>

**Date of birth**

 /  / 

### Part 2 New information

Address you are moving to: (including room/flat number)

**In your new home, will you be (please tick):**

- a private tenant?
- a housing association tenant?
- a boarder?
- an owner-occupier?
- other?  Please give details.

**Date you are moving into this property:**

 /  / 


If there have been any other changes in your circumstances, you may need to fill in another application form. You can get this by calling Benefits Customer Services on 01492 576491 or download from our website at [www.conwy.gov.uk](http://www.conwy.gov.uk)

**If you have any questions about your claim, please phone the Benefit Service or call in to**

**Coed Pella, Conway Road, Colwyn Bay, LL29 7AZ**

**Benefits Customer Service: 01492 576491 BT Text Relay: 18001 01492 576491**

**Or by email on [benefits@conwy.gov.uk](mailto:benefits@conwy.gov.uk)**

**and by post to: Revenue & Benefits Assessment Service, CCBC, P.O. Box 1, Conwy LL30 9GN**

Opening Hours - Monday-Thursday 9am-5pm - Friday 9am-4.45pm

**Your call may be recorded for training and monitoring purposes**

**If you need a copy of this form in Braille or large print please contact this office.**

**We also have access to an interpreting service called "The Big Word" which is a 24 hour telephone interpreting service.**

**Mae'r ffurflen hon ar gael yn Gymraeg hefyd.**

## Part 2 New information - continued

Has anybody left or joined your household? No  Yes  If 'Yes', then please give details:

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Have any of your children changed schools? No  Yes  If 'Yes', then please give details:

Name of child	Name of new school	Date moved
		/ /
		/ /
		/ /

If more than three children, then continue in **Part 9**.

## Part 3 Living away from home

**Are you or your partner living away from home at the moment?**

For example, in hospital, residential/nursing home, prison, staying with friends/relatives etc.

No

Yes  Tell us why you or your partner are not living at home.

--

When did you/your partner last live at home?

/ /
-----

When do you/your partner expect to go back home?

/ /
-----

Tell us the address of where you / your partner are living at the moment.

Postcode

If your home has been sublet, tell us who lives there now.

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## Part 4 About rent

**Do you pay rent for your home?**

Tick 'Yes' even if you would pay rent but you already get Housing Benefit or Local Housing Allowance.

- No  Please go to **Part 7**  
 Yes  Answer the next question.

**Are you claiming Housing Costs as part of your Universal Credit claim?**

- Yes  Please go to **Part 7**  
 No  Answer the next question.

**What is your landlord's name and address?**

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

Postcode

**If your landlord has an agent, tell us their full name and address.**

By agent we mean the person or organisation you actually pay your rent to.

Postcode

**Are you, your partner, or any of your or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?**

Related includes related through marriage, even if the relationship has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, granddaughter, son-in-law or stepdaughter.

- No   
 Yes  What is the relationship?

	is my landlord's or agent's	
--	-----------------------------	--

Do you or your partner own, or have you ever owned, any part of the property you now live in?

- No   
 Yes

Do you rent the accommodation from a company of which you or your partner are a director or employee?

- No   
 Yes

Do you live in the property as a condition of your or your partner's employment?

- No   
 Yes

Is your landlord the ex-partner of you or your partner?

- No   
 Yes

Is your landlord the parent of a child for whom you or your partner are responsible?

- No   
 Yes

Is your landlord a trust of whom you or your partner are a trustee or are a beneficiary?

- No   
 Yes

Is your landlord a trust of whom your child or your partner's child is a beneficiary?

- No   
 Yes

**When did you start renting your home?**

	/		/	
--	---	--	---	--

**When did you move to this address?**

	/		/	
--	---	--	---	--

**If you have not moved in yet tell us when you expect to move in.** (Then you will need to tell us when you have actually moved in.)

	/		/	
--	---	--	---	--

# Part 4 About rent – continued

**What sort of tenancy do you have?**  
 For example, licenced, assured, shorthold, regulated.

**How long is the tenancy for?**

 /  /  to  /  / 

**Please tick to show if the property is let as:**

- |                  |                          |                     |                          |
|------------------|--------------------------|---------------------|--------------------------|
| furnished        | <input type="checkbox"/> | minimally furnished | <input type="checkbox"/> |
| partly furnished | <input type="checkbox"/> | unfurnished         | <input type="checkbox"/> |

**How much is the rent for your home?**

£  every

(For example, every week/fortnight/four weeks/month.)

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

No

Yes  Tell us their names and their relationship to you and your partner.

How much of the rent do you pay?

£  every

(For example, every week/fortnight/four weeks/month.)

**When is the next rent increase due?**

 /  / 

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

No

Yes  Please send us the notice of registration (RO5).

**Do you have any weeks when you do not have to pay rent?**

No

Yes  How many in a year?

**Are you behind with your rent?**

No

Yes  By how many weeks?

How much do you owe? £

**Who receives the Council Tax bill for your home?**

You or your partner

Your landlord

Someone else

Tell us who receives the Council Tax bill.

## Part 4 About rent – continued

### Does your rent include money for the following?

Meals	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	If 'Yes', which ones?	
	Breakfast <input type="checkbox"/>	Lunch <input type="checkbox"/>	Evening Meal <input type="checkbox"/> How much? £ <input type="text"/>
Water rates	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Heating	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Lighting	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Hot water	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Fuel for cooking	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Laundry	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Cleaning your accommodation and/or windows	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Gardening	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
Garage or parking space	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
		Do you have to rent the garage as part of your tenancy agreement?	No <input type="checkbox"/> Yes <input type="checkbox"/>
Personal care and support	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
<b>Do you pay any other service charges in your rent?</b>	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>

For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals or lift maintenance.

**Please send a breakdown of these services.**

What for?

**We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 11 to see what you can use as evidence.**

## Part 5 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.

Under the Data Protection Act 1998, we need your permission to discuss anything else.

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

- you have claimed Housing Benefit;
- we have made a decision on your claim;
- we have made a payment to you; and
- we need more information to make a decision on your claim, and what that information is.

**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.

I give you, Conwy County Borough Council, permission to share my information about the progress of this Housing Benefit claim with my landlord or their agent.

Your signature:

Date:

Your partner's signature:

## Part 6 About where you live

What sort of property do you live in? Tick one box only.

Detached house

Flat in a house

Caravan, mobile home or houseboat

Semi-detached house

Flat in a block

Board and lodgings

Terraced house

Flat over a shop

Hotel

Maisonette

Bedsit or rooms

Residential nursing home

Bungalow

Hostel

Residential care home

Other

Which floors do you live on?

Do you and your household occupy only part of the building you have ticked?

No

Yes

Where in the building do you live?

At the front

In the middle

At the back

Does your home have central heating?

No

Yes

Does your home have a garden?

No

Yes

## Part 6 About where you live – continued

**Do you or your partner have a carer who lives somewhere else but provides care overnight in your home?** If 'Yes', please give details and name and address of carer/s

No

Yes

**Do you or your partner have a child living at your address who is unable to share a bedroom due to severe disability?** If 'Yes', please give detail and enclose any supporting evidence?

No

Yes

**Has your home been built or adapted for people with disabilities?**

If "Yes", please give details

No

Yes

**How many rooms are there in the building?**

Living rooms

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms

In the whole building?

Just for you and your household?

That you share with other people?

## Part 7 How we can pay your entitlement

### Council Tax Reduction

We will pay any Council Tax Reduction direct to your Council Tax Account.

### Housing Benefit - not covered by the Local Housing Allowance

The Government has introduced rules regarding Local Housing Allowance. These do not apply to:

- Licensed (short term leased accommodation with Conwy County Borough Council) - **we will pay your entitlement direct to your rent account**
- Housing Associations
- If you live in supported accommodation provided by a Social Landlord, Charity or Voluntary Organisation
- If your rent has been registered as a fair rent and/or your tenancy started before the 15th January 1989
- Caravans, Mobile Homes, Site Rents, Mooring Charges, Houseboats, Hostels, Rent includes substantial amount for board and attendance

You can choose to have your benefit paid:

- Direct to your landlord
- Direct into your bank or building society account

### Housing Benefit - Private Tenants covered by the Local Housing Allowance rules:-

Your Housing Benefit payment will be made in your name direct into your bank/building society account. In the majority of cases covered by the Local Housing Allowance the Housing Benefit will be paid directly to the tenant.

However in some cases we may still be able to pay your Housing Benefit direct to your landlord. For example if you have difficulty in managing your affairs. If this is the case please tick here

and give full reasons why you want your Housing Benefit to be paid direct to your

landlord in Part 9. Please provide supporting evidence where necessary in support of this request, for example a letter from your GP, Care Worker etc. If you would like a direct payment of your Housing Benefit to your Landlord

because the weekly rent charged is equal to or below the Local Housing

Association level my Housing Benefit claim will be calculated on please tick this box.

It may also be necessary to pay your landlord direct due either to rent arrears, or if you have previously had rent arrears and it is felt it is in your best interest to pay your landlord direct.

### Free School Meals

If you qualify for free school meals for your child/children you will be notified in writing of the decision and the relevant school will be informed.

### Secondary School Uniform

If you qualify for a secondary school uniform grant for your child/children this will be paid into your bank/building society account.

## We will pay your Housing Benefit/Public Development/School Uniform Grant direct into an account

### We recommend that you get your money in this way because:

- it is safe and secure;
- it is convenient - you decide when and how much you want to withdraw;
- using an account may help you to save;
- you could have regular bills paid from some accounts (this could save you money but you will need to make sure that there is enough money in your account to pay the bills - if not, you may be charged a fee); and
- you can get your money from many different places, including branches of your bank or building society and cash machines.

### The account can be:

- in your name;
- in the name of your partner (we use partner to mean a person you are married to or a person you live with as if you are married to them);
- in your name and your partner's name;
- in the name of the person acting on your behalf; or
- in your name and the name of the person acting on your behalf.



## Part 7 How we can pay your entitlement - continued

Please provide the following information.

Name of Bank or Building Society

Account Name

Bank or Building Society Sort Code

Bank or Building Society Account Number

## Part 8 Paying Housing Benefit to your landlord

If you would like us to pay your Housing Benefit straight to your landlord you must tick this box  and 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.

Your signature

Date

**Your landlord will need to read and sign the declaration below IF NOT A REGISTERED HOUSING ASSOCIATION.**

I agree to accept Housing Benefit payments for the tenant named in this form.

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- you can stop paying benefit to me if I do not tell you about any change of circumstances;
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to; and
- if you pay me too much Housing Benefit for any tenant, I must repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

**Landlord's bank details for Direct Payment into a bank account by BACS transfer if not a Registered Housing Association**

Name the account is held in

Name of Bank or Building Society

Bank or Building Society Sort Code

Bank or Building Society Account Number

Landlord/Agent Signature

Landlord Reference (if known)

Date

## Part 9 Other information

Please use this space to tell us anything else you feel may help us to deal with your claim (for example, if you want us to pay benefit from an earlier date). Please use a separate piece of paper if you need more space.

## 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, it would be helpful if they sign below to confirm all the details about them are correct. But they do not have to sign.**

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

**I understand the following.**

- If I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- You will use the information I have provided to process my claim for Housing Benefit, Council Tax Reduction, Free School Meals, Secondary School Uniform Grant or a Financial Assessment for Home Care or Residential Care, or any of these. You may check some of the information with other sources as allowed by the law.
- You may use any information I have provided in connection with this and any other claim for state benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private companies such as banks and organisations that may lend me money, if the law allows this.

To view Revenue and Benefits full Privacy Notice then please visit our website [www.conwy.gov.uk/rbas/privacy](http://www.conwy.gov.uk/rbas/privacy)

**I know** I must promptly let the Benefits Unit at Conwy County Borough Council know about any change in my circumstances which may affect my claim.

**Failure to do so may result in you taking action against me, which may include court action.**

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

**Your Signature**

**Date**

/ /

**Your partner's signature**

**Date**

/ /

## Part 10 Declaration - continued

If any part of 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.

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 the form

Signature of the person

Relationship to the person claiming

Date

/ /

## Part 11 Application checklist

Before you return your application, have you done the following?

- |   |  |     |                          |
|---|--|-----|--------------------------|
| 1 | Given your name and address on the application form? | Yes | <input type="checkbox"/> |
| 2 | Answered all the questions on the form?              | Yes | <input type="checkbox"/> |
| 3 | Read and signed the declaration on Part 10?          | Yes | <input type="checkbox"/> |
| 4 | Enclosed proof of your rent? (if applicable)         | Yes | <input type="checkbox"/> |

**Proof of rent (if applicable)**

This can be any of the following.

- Rent book
- Rent Account
- Rent receipts
- Up to date Tenancy Agreement
- Letter from your landlord

It must include the following.

- The name and address of your landlord and their agent
- The date the agreement started.
- The amount you pay.
- What is included in the rent (for example, meals, gas and electricity).
- How often you pay the rent (for example, every week, every two weeks, every four weeks or every month).
- How long the tenancy will last.
- Details of rent you have already paid and when you made the payments.

**Evidence must be current**

**Remember, if you do not provide the evidence we ask for on this form, we will not be able to pay you any benefit.**

