

# CONWY COUNTY BOROUGH COUNCIL

BODLONDEB, CONWY LL32 8DU

Benefit Customer Services: 01492 576491

Fax: 01492 576260

Fax must not be used for serving proceedings

## Notes for filling in the Housing Benefit, Council Tax Reduction, and where applicable, Free School Meals and Secondary School Uniform Grant claim form

### About this form

This form has been specially designed to be easy to fill in. We have to ask a lot of questions to make sure that everyone who claims gets the right amount of benefit. If you wish to claim Free School Meals and/or Secondary School Uniform Grant ONLY then please contact my office on the number above and a single form will be sent to you. You may not have to fill in all parts of the form, but you must fill in any part that is relevant to you. Every part starts with a question to help you decide if you need to fill in that part.

**WANT TO SPEED UP PAYMENT OF YOUR CLAIMS?** Please see end of these notes for more details.

### Housing Benefit/Council Tax Reduction

**Only fill in this form if you are receiving Income Support, Jobseeker's Allowance (income-based), Employment Support Allowance (income-related) or the Guaranteed part of Pension Credit.**

### Free School Meals

Free School Meals will **only be provided for pupils attending Conwy County Borough Council schools** whose parents/guardians receive one of the following: Income Support, Job Seekers Allowance (Income-Based), Employment Support Allowance (Income-Related), the Guaranteed part of Pension Credit, Child Tax Credit provided they are not entitled to Working Tax Credit and their income is below a level set by the Government or Support under Part VI of the Immigration and Asylum Act 1999. Pupils who receive Income Support or Job Seekers Allowance (Income-based) or Employment Support Allowance (Income Related) in their own right are also eligible. **Please note we only write to you if you qualify or no longer qualify for free school meals.**

### Secondary School Uniform Grant

The qualifying income for Secondary School Uniform Grant is the same as above for Free School Meals. Grant for school uniform for years 7-11 shall be made only in respect of pupils whose parents/guardians reside within the County Borough of Conwy. However for year 7 pupils who move to a secondary school maintained by a different authority i.e. secondary school outside the County Borough of Conwy, parents will need to make an application to the Authority in which the secondary school is located (**this only applies at year 7**). Year 8-11 pupils in an out of county school will still claim the School Uniform Grant from Conwy County Borough Council.

**Please note we only write to you if you qualify or no longer qualify for Secondary School Uniform Grant.**

**If you have any questions about your claim, please phone the Housing Benefit and Council Tax Reduction Office for advice.**

**Benefits Customer Service: 01492 576491**

**BT Text Relay: 18001 01492 576491**

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

**and by post to: Revenue & Benefits Assessment Service, CCBC, Bodlondeb, Conwy LL32 8DU**

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

**If you need a copy of this form in Welsh, 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.**

## Evidence

We need to see evidence of some of the things you tell us about. If you are not sure if we need to see evidence of something, get in touch with us. We will tell you what we need to see. We cannot pay you benefit until we have seen the evidence we have asked for.

## Filling in the form

If you are filling in this form by hand, use black 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.

Answer 'Yes' or 'No' questions by putting a tick in the relevant box. If you are picking an answer from a list of answers, put a tick in the relevant box. Do not put a cross in any boxes. If you answer a question with a cross we will have to send the form back, and this will delay the claim.

If someone else fills in the form for you, there is a special space for them to sign.

## If you need help filling in the form

If you need any help, our phone number is on the bottom of this page.

We are open between 8.45am and 5.15pm from Monday to Thursday and between 8.45 am and 4.45pm on Fridays. We will either give you help over the phone or you can call/make an appointment at one of the offices shown below, or you can get in touch with an organisation like Citizens Advice Bureau. The address and phone number of your nearest bureau is on page 16.

## What to do next

When you have filled in the form, sign it and send it to us, with the evidence we need to see, or you can bring the form and evidence to us at one of the following offices. (No appointment required).

Council Offices, Bodlondeb, Conwy	Monday to Thursday 8.45am to 5.15pm	Friday 8.45am to 4.45pm
Argyll Road, Llandudno	Monday to Thursday 8.45am to 5.15pm	Friday 8.45am to 4.45pm
Area Office, 41 Conway Road, Colwyn Bay	Monday to Thursday 8.45am to 5.15pm	Friday 8.45am to 4.45pm
Llanrwst District Office, Plas-yn-Dre, Llanrwst	Wednesday 10am to 1.00pm	

**Customers will be seen at a Library by APPOINTMENT ONLY, please phone the number at the bottom of this page if you wish to make an appointment.**

Abergele Library	Friday	10am	to 1pm
Cerrigydrudion Library	Friday	3pm	to 5pm
Kinmel Bay Library	Friday	2pm	to 3pm
Llangernyw Library	Thursday	3pm	to 5pm

If you do not send the form to us straightaway, you might lose money. If you cannot get the evidence we need at the moment, please send the form back to us now and send the evidence later. If you are having difficulty getting the evidence then please let us know as we may be able to help you.

## Discretionary Housing Payment

Claimants who require further financial assistance with housing costs, who are in receipt of Housing Benefit can apply for a Discretionary Housing Payment (DHP) by completing a Discretionary Housing Payment application form. DHP application forms are freely available from any of the contact points above.

**If you have any questions about your claim, please phone  
the Housing Benefit and Council Tax Reduction Office for advice.**

**Benefits Customer Service: 01492 576491**

**BT Text Relay: 18001 01492 576491**

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

**and by post to: Revenue & Benefits Assessment Service, CCBC, Bodlondeb, Conwy LL32 8DU**

### **When we usually pay benefit from**

If you move into a new home and claim Housing/Council Tax Reduction in the same week, your claim will normally start from the day you moved in. If you make a claim for benefit in a different week to when you moved in your benefit will normally start from the Monday after we receive your claim form. If this is a repeat claim and you get your form to us within 1 calendar month from when your last claim ended, we will pay your benefit from the day after the last claim ended. If the form arrives more than 1 calendar month after your last claim ended, we will usually only be able to pay your benefit from the Monday after we got your form.

### **Changes you must tell us about**

Tell us straightaway if:

- any of your children start, leave or change 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 into hospital or a nursing home, goes into prison, or changes or leaves a job;
- your rent changes;
- you move home;
- you or your partner are going to be away from home for more than a month;
- you receive any decision about staying in the UK from the Home Office; or
- anything you have already told us about changes.

You must tell us about these changes in writing – a phone call may not be enough.

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

You must make sure that you tell us about these changes. Don't rely on someone else to pass the message on.

It is an offence not to tell us about any change of circumstance that affects your benefit. We may take court action against you and if we pay you too much benefit, you will probably have to pay it back.

### How we collect and use information

We will use the information you give in this form, and in any supporting evidence you send us, to process your claim for Housing Benefit, Council Tax Reduction, Free School Meals and Secondary School Uniform Grant.

We may pass the information to other departments within Conwy County Borough Council, agencies or organisations such as the Department for Work and Pensions and the HM Revenue & Customs, as allowed by law.

We may check information you have provided, or information about you that someone else has provided, with other information we hold. We may also get information about you from certain third parties, or give them information to:

- make sure the information is accurate;
- prevent or detect crime;
- protect public funds; and
- make sure you are receiving all the benefit you are entitled to.

These third parties include government departments, local authorities and private-sector companies such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows us to.

We, Conwy County Borough Council, are the data controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use that information, please ask us.

## WANT TO SPEED UP YOUR CLAIM?

### **FAST TRACK** YOUR CLAIM BY FOLLOWING THESE SIMPLE STEPS:

- Step 1** Fully complete your application form
- Step 2** Provide all supporting information requested on the application form (original documents are required)
- Step 3** Take your application and all supporting information to one of our offices, listed below and ask for your claim to be 'fast tracked'

Your application and supporting information will be checked by a Benefit Assistant to ensure that your claim can be 'fast tracked'. If so your claim will be processed within 48 hours.

**Take your claim and supporting information to one of the following Council Offices:**

- **Bodlondeb, Conwy**
- **41 Conway Road, Colwyn Bay**
- **Argyll Road, Llandudno**

# A claim form for Housing Benefit, Council Tax Reduction, Free School Meals and Secondary School Uniform Grant

**Only fill in this form if you are receiving Income Support, Jobseeker's Allowance (income-based), Employment Support Allowance (income-related) or the Guaranteed part of Pension Credit.**

Your title (Mr, Mrs, Miss, Ms):
Your full name:
Address (including flat number):
Postcode:

For official use only	
Date received stamp	
Date issued	Reason

## Part 1 About you and your partner

**Do you have a partner who normally lives with you?**

By partner we mean someone you are married to or live with as if you were married.

No

Yes  If you have a partner, you must answer all the questions about them, as well as yourself.

### You

### Your partner

**Surname**



**Other names**



**Any other last names you have used**



**Title** (Mr, Mrs, Ms and so on)



**Address**

Do not tell us your partner's address if it is the same as yours.

Postcode

Postcode

**Date of birth**

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

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

Letters	Numbers	Letter

Letters	Numbers	Letter

**National Insurance number**

You can find this on payslips or letters from the Department for Works and Pensions or HM Revenue and Customs. We cannot decide your claim if we do not have your National Insurance number.

If you do not have a National Insurance number, or cannot find it, tick this box.

If your partner does not have a National Insurance number, or cannot find it, tick this box.

**Your daytime telephone number**

Land line
Mobile

Land line
Mobile

**Email address**

You do not have to tell us this but it may help us to deal with your claim more quickly.

# Part 1 About you and your partner – continued

## You

## Your partner

Have you or your partner claimed Housing Benefit or Council Tax Reduction before?

No   
 Yes  When did you claim?

No   
 Yes  When did they claim?

 /  / 
 /  / 

Which council did you claim from?

Which council did they claim from?



What name did you claim in?

What name did they claim in?



What address did you claim for?

What address did they claim for?





Postcode

Postcode

Have you told the council that paid your benefit that you have moved?

No   
 Yes   
 Does not apply

No   
 Yes   
 Does not apply

Are you or your partner still claiming Housing Benefit or Council Tax Reduction from that Council?

No   
 Yes   
 Does not apply

No   
 Yes   
 Does not apply

If you have moved home in the last 12 months, tell us your last address.







Postcode

Postcode

The date you moved out

 /  / 
 /  / 

Were you the home owner, a private tenant, a council tenant or a boarder at this address?



Are you or your partner receiving Income Support, Jobseeker's Allowance (income based), Employment Support Allowance (income-related) or the guaranteed part of Pension Credit?

No   
 Yes

No   
 Yes

If 'No', please contact the Housing Benefit Office for more advice.

Do you or your partner get Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment or Attendance Allowance?

No   
 Yes  How much?

No   
 Yes  How much?

Care/Living: £

Care/Living: £

Mobility: £

Mobility: £

## Part 1 About you and your partner - continued

**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.

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

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

**Do you pay rent on this property?**

No

Yes  What is the address?

No

Yes  What is the address?

Postcode

No

Yes  How much? £

**Do you use your home for business?**

No

Yes

## Part 2 About children living with you

**Are there any children in your household?**

No  Go to part 3

Yes  If there are more than three children, use a separate sheet of paper to tell us all the information we ask for on this page.

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

	First child	Second child	Third child
Surname	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
What is the child's sex?	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>
Usual address if different from yours	<input type="text"/>	<input type="text"/>	<input type="text"/>
Child benefit number	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets the child benefit for them? We need to see proof of this but Child Benefit is not taken into account as part of your weekly income.	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name of child's school	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Do you or your partner receive support under Part VI of the Immigration and Asylum Act 1999.**

No  Yes

## Part 3 About other people who live you

Do any adults usually live with you and your partner?

By adults we mean people over 16 who nobody gets Child Benefit for.

No  Go to part 4

Yes  Give details below.

Now tell us about all the people who usually live with you and your partner.

If you want to tell us about more than three people, use a separate sheet of paper.

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

	First person	Second person	Third person
<b>Surname</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Other names</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>National Insurance number</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Date of birth</b>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
<b>Their relationship to you or your partner</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.			
<b>Do they get Income Support, Jobseeker's Allowance (income-based), Pension Credit (Guaranteed Credit) or Employment Support Allowance (income-related)?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
<b>Do they get Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment or Attendance Allowance?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?
	£ <input type="text"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week
<b>Are they registered blind?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
<b>Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> Tell us which.	Yes <input type="checkbox"/> Tell us which.	Yes <input type="checkbox"/> Tell us which.
	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Do they pay rent or money for board and lodgings to you or your partner?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?	Yes <input type="checkbox"/> How much?
	£ <input type="text"/> a week	£ <input type="text"/> a week	£ <input type="text"/> a week
<b>Are they severely mentally impaired?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>
<b>Are they in legal custody at the moment?</b>	No <input type="checkbox"/>	No <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/> When are they expected to come out?	Yes <input type="checkbox"/> When are they expected to come out?	Yes <input type="checkbox"/> When are they expected to come out?
	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>



# Part 3 About other people who live you - continued

## First person

## Second person

## Third person

Are they in hospital at the moment?

No

Yes  When did they go in?

 /  / 

When will they come out (if you know this)?

 /  / 

No

Yes  When did they go in?

 /  / 

When will they come out (if you know this)?

 /  / 

No

Yes  When did they go in?

 /  / 

When will they come out (if you know this)?

 /  / 

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

No

Yes  Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

No

Yes  Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

No

Yes  Tell us their earnings before any deductions.

£

We need to see evidence of their earnings.

Do they have any other income at all?

This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.

No

Yes  Name of first other income

How much is it before deductions?

£  a week

Name of second other income

How much is it before deductions?

£  a week

Name of third other income

How much is it before deductions?

£  a week

We need to see evidence of other incomes.

No

Yes  Name of first other income

How much is it before deductions?

£  a week

Name of second other income

How much is it before deductions?

£  a week

Name of third other income

How much is it before deductions?

£  a week

We need to see evidence of other incomes.

No

Yes  Name of first other income

How much is it before deductions?

£  a week

Name of second other income

How much is it before deductions?

£  a week

Name of third other income

How much is it before deductions?

£  a week

We need to see evidence of other incomes.

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

No

Yes  Tell us their names.

is the partner of



is the partner of

## Part 4 About rent

### Do you pay rent for your home?

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

No  Go to Part 6.

Yes  Answer the next question.

### What is your landlord's name and business 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

## Part 4 About rent – continued

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).

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

minimally furnished

partly furnished

unfurnished

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.)

Has your rent changed in the last 12 months?

No

Yes  Send us evidence of the date it changed, and how much it changed.

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

Yes  If 'Yes', which ones?

Breakfast  Lunch  Evening Meal  How much? £

Water rates

No

Yes  How much each week?

£

Heating

No

Yes  How much each week?

£

Lighting

No

Yes  How much each week?

£

Hot water

No

Yes  How much each week?

£

Fuel for cooking

No

Yes  How much each week?

£

Laundry

No

Yes  How much each week?

£

Cleaning your accommodation and/or windows

No

Yes  How much each week?

£

Gardening

No

Yes  How much each week?

£

Garage or parking space

No

Yes  How much each week?

£

Do you have to rent the garage as part of your tenancy agreement?

No

Yes

Personal care and support

No

Yes  How much each week?

£

### Do you pay any other service charges in your rent?

No

Yes  How much each week?

£

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?

# Evidence

## Proof of your tenancy

If you pay rent, you must provide proof of your tenancy. There are several documents we will accept as proof, including an up to date tenancy agreement, a letter from your landlord, your rent book or a letter from your agent. The evidence must be current and provide the following information.

- Your landlord's name and address.
- If an agent deals with your tenancy, his or her name and business address.
- The date the agreement started.
- How much your rent is.
- What services (if any) are included in your rent.
- How often your rent is due (for example, every week, every four weeks, every month).

**We only accept ORIGINAL DOCUMENTS as evidence - we do not accept photocopies**

## 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 5 About where you live

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

- |                     |                          |                  |                          |                                   |                          |
|---------------------|--------------------------|------------------|--------------------------|-----------------------------------|--------------------------|
| Detached house      | <input type="checkbox"/> | Flat in a house  | <input type="checkbox"/> | Caravan, mobile home or houseboat | <input type="checkbox"/> |
| Semi-detached house | <input type="checkbox"/> | Flat in a block  | <input type="checkbox"/> | Board and lodgings                | <input type="checkbox"/> |
| Terraced house      | <input type="checkbox"/> | Flat over a shop | <input type="checkbox"/> | Hotel                             | <input type="checkbox"/> |
| Maisonette          | <input type="checkbox"/> | Bedsit or rooms  | <input type="checkbox"/> | Residential nursing home          | <input type="checkbox"/> |
| Bungalow            | <input type="checkbox"/> | Hostel           | <input type="checkbox"/> | Residential care home             | <input type="checkbox"/> |
| Other               | <input type="checkbox"/> |                  |                          |                                   |                          |

**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

**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

In the whole building?

Just for you and your household?

That you share with other people?




Bedsitting rooms




Bedrooms




Bathrooms or shower rooms




Toilets




Kitchens




Other rooms

## Part 6 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
- By cheque

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

All **new** Housing Benefit applications (who are not currently in receipt of Housing Benefit in Conwy County Borough) we will send the first payment of your Housing Benefit by cheque in the name of your landlord direct to yourself and **thereafter payment to yourself**. If you have any questions about this or do not want us to send the first payment in the name of your landlord, please fill in part 8 of this form, giving reasons why. If you have already paid your rent then please fill in Part 8 and provide proof of rent paid such as a receipt, bank statement or rent book.

If this is not a new claim for Housing Benefit the payment will be made in your name direct into your bank/building society account or by cheque.

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 8. Please provide supporting evidence where necessary in support of this request, for example a letter from your GP, Care Worker etc.

It may also be necessary to pay your landlord direct due to rent arrears.

### 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 or by cheque.

## Payment 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.

**If we cannot pay you direct, we will pay you by cheque.**

## Part 6 How we can pay your entitlement - continued

You must tell us how you want us to pay your Housing Benefit/Secondary School Uniform Grant.

Would you like your Housing Benefit paid straight into an account or by cheque?

Tick the appropriate box

Straight into an account

By cheque

Would you like your Secondary School Uniform Grant paid straight into an account or by cheque?

Tick the appropriate box

Straight into an account

By cheque

If you have ticked that you want either your Housing Benefit or your Secondary School Uniform Grant to be paid straight into a bank account by BACS, 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 7 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 8 Anything else you need to tell us

Use the box below to tell us anything else you think we should know about. Use a separate sheet of paper and attach it to this form if you need to.

If you are sending separate sheets of paper with this form, tell us how many.

## Part 9 Backdating

We can usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from and why you did not claim earlier.

Date you want to claim benefit from

Tell us why you have not claimed before.

# 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.

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

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

# Equal Opportunities Monitoring Form

The questions in this section are for statistical analysis, monitoring and the development of improved services. All information is stored on a confidential database.

You do not have to complete this questionnaire.

## About Yourself

I am: Male  Female

## How would you describe your ethnic origin?

### White

British

Irish

Welsh

Any other White Background

Please give details

### Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed Background

Please give details

### Asian or Asian British

Indian

Pakistani

Bangladeshi

### Black or Black British

Caribbean

African

### Chinese or other ethnic group

Chinese

Any other Asian, Black background. Any other ethnic group. Please give details.

Age 16 to 24  25 to 34  35 to 44  45 to 54  55 to 64  65 and over

Do you have any long-term illness, health problem or disability that affects your day to day activities?

Yes

No

Thank you for completing this form

# Useful addresses

## Our local suboffices

Area Office  
Revenues and Benefits  
Assessment Service  
Argyll Road  
Llandudno  
LL30 1FA  
Monday-Thursday 8.45am-5.15pm  
Friday 8.45am-4.45pm  
  
Phone: 01492 576491

Area Office  
Revenues and Benefits  
Assessment Service  
41 Conway Road  
Colwyn Bay  
LL29 7AA  
Monday-Thursday 8.45am-5.15pm  
Friday 8.45am-4.45pm  
  
Phone: 01492 576491

Area Office  
Revenues and Benefits  
Assessment Service  
The Library  
Plas yn Dre  
Llanrwst  
LL26 0DF  
Wednesday 10am-1pm  
  
Phone: 01492 576491

## Other Government Departments

The Pension Service  
PO Box 8  
Swansea  
SA80 8AH  
  
Phone: 0845 6060265

Department for Work  
and Pensions  
PO Box 2239  
Chester  
CH99 1WZ  
  
Phone: 0845 6003016

Job Centre  
29/31 Chapel Street  
Llandudno  
Conwy  
LL30 2SY  
  
Phone: 0845 6043719

Job Centre  
45a Conway Road  
Colwyn Bay  
Conwy  
LL29 7AU  
  
Phone: 0845 6043719

Rent Officer Service  
Welsh Assembly Government  
Sarn Mynach  
Llandudno Junction  
LL31 9R2  
  
Tel 0300 0625106

Discretionary Assistance  
Fund in Wales  
P.O. Box 1005  
Billingham  
TS19 1UJ  
  
Tel: 0800 859 5924

## Other Organisations

Shelter Cymru  
19 Bedford Street  
Rhyl  
LL18 1SY  
Phone: 01745 361444

Shelter Cymru provides free confidential and independent advice and services to people in housing need, aimed at addressing both crisis needs and longer underlying issues.

Citizens Advice Bureau  
Basement,  
7 South Parade,  
Llandudno,  
LL30 2LN.  
Phone: 0844 4772020

The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial, independent and confidential advice.

Llandudno District Credit Union  
168 Conwy Road  
Llandudno Junction  
Conwy  
LL31 9DU  
Tel: 01492 580028

Membership of the Llandudno & District Credit Union gives access to low cost and ethical financial services for the public of Conwy County, including current accounts, savings accounts and low interest loans.

Age Concern  
12-14 Hall Square  
Denbigh  
LL16 3NV  
Tel: 01745 816947

Age Concern provide information and advice for the elderly about benefits care, age related discrimination and training.

Hawliau Pobl Ni  
Rural Advice Service  
The Bon  
Bridge Street  
Llanrwst  
LL26 0ET  
Tel: 01492 641313

Hawliau Pobl Ni offer benefit advice and help with the completion of claim forms for residents who live in the Conwy Valley.