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
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
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.

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### 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.

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>□ If you have a partner, you must answer all the questions about them, as well as yourself.</td>
</tr>
</tbody>
</table>

#### Surname

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### Other names

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### Any other last names you have used

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### Address

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

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### Postcode

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### Date of birth

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

#### 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.

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

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

#### Your daytime telephone number

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Land line</th>
<th>Land line</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Mobile</th>
<th>Mobile</th>
</tr>
</thead>
</table>

#### Email address

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

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
</table>

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### Part 1  About you and your partner – continued

<table>
<thead>
<tr>
<th>Question</th>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you or your partner claimed Housing Benefit or Council Tax Reduction before?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>When did you claim?</td>
<td>/ /</td>
</tr>
<tr>
<td>Which council did you claim from?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What name did you claim in?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What address did you claim for?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you told the council that paid your benefit that you have moved?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Does not apply</td>
<td></td>
</tr>
<tr>
<td>Are you or your partner still claiming Housing Benefit or Council Tax Reduction from that Council?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Does not apply</td>
<td></td>
</tr>
<tr>
<td>If you have moved home in the last 12 months, tell us your last address.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The date you moved out</td>
<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td>Were you the home owner, a private tenant, a council tenant or a boarder at this address?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>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?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Does not apply</td>
<td></td>
</tr>
<tr>
<td>If ‘No’, please contact the Housing Benefit Office for more advice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you or your partner get Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment or Attendance Allowance?</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>How much?</td>
<td>Care/Living: £</td>
</tr>
<tr>
<td>Mobility: £</td>
<td></td>
<td>Mobility: £</td>
</tr>
<tr>
<td>Does not apply</td>
<td></td>
<td>Does not apply</td>
</tr>
</tbody>
</table>
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 ☐ 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. ☐

Surname
Other names
Date of birth
What is the child’s sex?
The child’s relationship to you
The child’s relationship to your partner
Usual address if different from yours
Child benefit number
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.
Name of child’s school
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?  
No ☐  Go to part 4  
Yes ☐  Give details below.

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

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 ☐

<table>
<thead>
<tr>
<th>Surname</th>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other names</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Insurance number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Their relationship to you or your partner</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.

Do they get Income Support, Jobseeker’s Allowance (income-based), Pension Credit (Guaranteed Credit) or Employment Support Allowance (income-related)?

- No ☐  Yes ☐

Do they get Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment or Attendance Allowance?

- No ☐  How much?  £ a week  [ ]  Yes ☐  How much?  £ a week  [ ]  Ye s ☐  How much?  £ a week  [ ]

Are they registered blind?

- No ☐  Yes ☐

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

- No ☐  Yes ☐  Tell us which.

Do they pay rent or money for board and lodgings to you or your partner?

- No ☐  How much?  £ a week  [ ]  Yes ☐  How much?  £ a week  [ ]  Ye s ☐  How much?  £ a week  [ ]

Are they severely mentally impaired?

- No ☐  Yes ☐

Are they in legal custody at the moment?

- No ☐  Yes ☐  When are they expected to come out?  [ ]
### Part 3  About other people who live you - continued

<table>
<thead>
<tr>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Are they in hospital at the moment?</strong></td>
<td><strong>Are they in hospital at the moment?</strong></td>
<td><strong>Are they in hospital at the moment?</strong></td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>When did they go in?</td>
<td>When did they go in?</td>
<td>When did they go in?</td>
</tr>
<tr>
<td>/ /</td>
<td>/ /</td>
<td>/ /</td>
</tr>
</tbody>
</table>

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

| Do they normally work for 16 hours or more a week? | Do they normally work for 16 hours or more a week? | Do they normally work for 16 hours or more a week? |
| No | No | No |
| Yes | Yes | Yes |
| Tell us their earnings before any deductions. | Tell us their earnings before any deductions. | Tell us their earnings before any deductions. |
| £ | £ | £ |

| We need to see evidence of their earnings. | We need to see evidence of their earnings. | We need to see evidence of their earnings. |
| No | No | No |
| Yes | Yes | Yes |
| Name of first other income | Name of first other income | Name of first other income |

| How much is it before deductions? | How much is it before deductions? | How much is it before deductions? |
| £ a week | £ a week | £ a week |

| Name of second other income | Name of second other income | Name of second other income |

| How much is it before deductions? | How much is it before deductions? | How much is it before deductions? |
| £ a week | £ a week | £ a week |

| Name of third other income | Name of third other income | Name of third other income |

| How much is it before deductions? | How much is it before deductions? | How much is it before deductions? |
| £ a week | £ a week | £ a week |

| We need to see evidence of other incomes. | We need to see evidence of other incomes. | We need to see evidence of other incomes. |
| No | No | No |
| Yes | Yes | Yes |
| Tell us their names. | Tell us their names. | Tell us their names. |

| is the partner of | is the partner of | is the partner of |

| name | name | name |
Do you pay rent for your home?

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

Yes ☐ Answer the next question.

No ☐ Go to Part 6.

What is your landlord’s name and business address?

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

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.

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.

Yes ☐ What is the relationship?

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐

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

Yes ☐

No ☐
**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 [ ]  
  - partly furnished [ ]  
  - minimally 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?
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.

No  □  Yes  □  How much each week?  £  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**

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**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: 

[Signature]

Date: [ ] / [ ] / [ ]

Your partner’s signature: 

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

- Detached house
- Semi-detached house
- Terraced house
- Maisonette
- Bungalow
- Other

Flat in a house
Flat in a block
Flat over a shop
Bedsit or rooms
Hostel

Caravan, mobile home or houseboat
Board and lodgings
Hotel
Residential nursing home
Residential care home

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

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?

Has your home been built or adapted for people with disabilities? If “Yes”, please give details

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 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

<table>
<thead>
<tr>
<th>Straight into an account</th>
<th>By cheque</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Straight into an account</th>
<th>By cheque</th>
</tr>
</thead>
</table>

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.

<table>
<thead>
<tr>
<th>Name of Bank or Building Society</th>
<th>Bank or Building Society Sort Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>Bank or Building Society Account Number</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name the account is held in</th>
<th>Name of Bank or Building Society</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank or Building Society Sort Code</td>
<td>Bank or Building Society Account Number</td>
</tr>
<tr>
<td>Landlord/Agent Signature</td>
<td>Landlord Reference (if known)</td>
</tr>
<tr>
<td>Date</td>
<td>/ /</td>
</tr>
</tbody>
</table>
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

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

<table>
<thead>
<tr>
<th>Our local suboffices</th>
<th>Area Office</th>
<th>Area Office</th>
<th>Area Office</th>
<th>Area Office</th>
<th>Area Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenues and Benefits</td>
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<tr>
<td>LL30 1FA</td>
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<td>LL30 1FA</td>
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<td>LL30 1FA</td>
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</tr>
<tr>
<td>Monday-Thursday 8.45am-5.15pm</td>
<td>Monday-Thursday 8.45am-5.15pm</td>
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<tr>
<td>Friday 8.45am-4.45pm</td>
<td>Friday 8.45am-4.45pm</td>
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<td>Friday 8.45am-4.45pm</td>
<td>Friday 8.45am-4.45pm</td>
</tr>
<tr>
<td>Phone: 01492 576491</td>
<td>Phone: 01492 576491</td>
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<td>Phone: 01492 576491</td>
<td>Phone: 01492 576491</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Government Departments</th>
<th>Department for Work and Pensions</th>
<th>Job Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Pension Service</td>
<td>The Pension Service</td>
<td>Job Centre</td>
</tr>
<tr>
<td>PO Box 8</td>
<td>PO Box 2239</td>
<td>29/31 Chapel Street</td>
</tr>
<tr>
<td>Swansea</td>
<td>Chester</td>
<td>Llandudno</td>
</tr>
<tr>
<td>SA80 8AH</td>
<td>CH99 1WZ</td>
<td>Conwy</td>
</tr>
<tr>
<td>Phone: 0845 6060265</td>
<td>Phone: 0845 6003016</td>
<td>Phone: 0845 6043719</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Organisations</th>
<th>Rent Officer Service</th>
<th>Discretionary Assistance Fund in Wales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter Cymru</td>
<td>Rent Officer Service</td>
<td>Discretionary Assistance Fund in Wales</td>
</tr>
<tr>
<td>19 Bedford Street</td>
<td>Welsh Assembly Government</td>
<td>Fund in Wales</td>
</tr>
<tr>
<td>Rhyl</td>
<td>Sam Mynach</td>
<td>P.O. Box 1005</td>
</tr>
<tr>
<td>LL18 1SY</td>
<td>Llandudno Junction</td>
<td>Conwy</td>
</tr>
<tr>
<td>Phone: 01745 361444</td>
<td>LL31 9R2</td>
<td>LL30 2SY</td>
</tr>
<tr>
<td></td>
<td>Tel 0300 0625106</td>
<td>Tel: 0800 859 5924</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Organisations</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens Advice Bureau</td>
<td>The Citizens Advice service helps people resolve their legal, money and other problems by providing free, impartial, independent and confidential advice.</td>
</tr>
<tr>
<td>Basement, 7 South Parade, Llandudno, LL30 2LN.</td>
<td>Membership of the Llandudno &amp; 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.</td>
</tr>
<tr>
<td>Phone: 0844 4772020</td>
<td>Age Concern provide information and advice for the elderly about benefits care, age related discrimination and training.</td>
</tr>
<tr>
<td></td>
<td>Hawliau Pobl Ni offer benefit advice and help with the completion of claim forms for residents who live in the Conwy Valley.</td>
</tr>
<tr>
<td>Llandudno District Credit Union</td>
<td>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.</td>
</tr>
<tr>
<td>168 Conwy Road</td>
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</tr>
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