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

THE EASIEST WAY TO CLAIM YOUR HOUSING BENEFIT AND COUNCIL TAX REDUCTION IS ONLINE @ www.conwy.gov.uk

About this form
This form has been specially designed to be easy to fill in. It may look rather long, but 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 bottom of page 25 for more details.

Housing Benefit is designed to help people on a low income to pay their Rent and is paid by the Local Authority. Conwy County Borough Council’s website www.conwy.gov.uk has a ‘Benefit Calculator’ enabling people to find out their exact entitlement by following step by step instructions.

If you are of working age and claim Universal Credit from the Department for Work & Pensions you will need to claim your Housing Costs as part of your Universal Credit claim. There are some exceptions to this rule, please contact the Benefit Customer Service on 01492 576491 for more details.

You cannot claim Housing Benefit from the Local Authority and Universal Credit Housing Costs from the Department for Work & Pensions.

Council Tax Reduction is designed to help people on a low income to pay their Council Tax Charge. Anyone who pays Council Tax of any age can claim and be entitled, if their income is below a certain level. If you are unsure about whether you would qualify then please contact the Benefit Customer Service on 01492 576491 for advice or go to Conwy County Borough Council’s website www.conwy.gov.uk.

A ‘Benefit Calculator’ enables people to find out their exact entitlement by following step by step instructions.

Please note, if your capital, savings and investments are £16,000 or more then you may not qualify for Housing Benefit/Council Tax Reduction.

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), Universal Credit, 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, Working Tax Credit ‘run on’ (the payment someone may receive for a further four weeks after they stop qualifying for Working Tax Credit Universal Credit) 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

We are due to re-locate in Nov/Dec 18 to: Coed Pella, Conway Road, Colwyn Bay LL29 7AZ

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. There is a checklist on page 25 of this form to help you. 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 28.

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
Area Office, 1st Floor, Colwyn Bay Library,
Woodland Road West, Colwyn Bay
We are due to re-locate in Nov/Dec 18 to: Coed Pella, Conway Road, Colwyn Bay LL29 7AZ
Llanrwst District Office, Plas-yn-Dre, Llanrwst
Town Hall, George Street, Llandudno

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
Cerrigydrudion Library
Kinmel Bay Library
You will be notified of day/time when appointment made

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
We are due to re-locate in Nov/Dec 18 to: Coed Pella, Conway Road, Colwyn Bay LL29 7AZ
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.

Notify any changes
by post to: Revenue & Benefits Assessment Service, CCBC, Bodlondeb, Conwy LL32 8DU
We are due to re-locate in Nov/Dec 18 to: Coed Pella, Conway Road, Colwyn Bay LL29 7AZ
Or by email on hben.enquiries@conwy.gov.uk
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 and are responsible for managing the information we hold and recognise that this information is important to you. We take our responsibilities seriously and will use personal information fairly, correctly and safely in line with the legal requirements set out by current Data Protection legislation. To view Revenue and Benefits full Privacy Notice then please visit our website www.conwy.gov.uk/rbas/privacy
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>Your partner</th>
<th>You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Other names</td>
<td></td>
</tr>
<tr>
<td>Any other last names you have used</td>
<td></td>
</tr>
<tr>
<td>Title (Mr, Mrs, Ms and so on)</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Do not tell us your partner’s address if it is the same as yours.</td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td></td>
</tr>
</tbody>
</table>

Date moved into this address

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

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

<table>
<thead>
<tr>
<th>Your partner</th>
<th>You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters</td>
<td></td>
</tr>
<tr>
<td>Numbers</td>
<td></td>
</tr>
<tr>
<td>Letter</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Your partner</th>
<th>You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letters</td>
<td></td>
</tr>
<tr>
<td>Numbers</td>
<td></td>
</tr>
<tr>
<td>Letter</td>
<td></td>
</tr>
</tbody>
</table>

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

Date of birth

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

Your daytime phone number

<table>
<thead>
<tr>
<th>Your partner</th>
<th>You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land line</td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
</tbody>
</table>

Email address

<table>
<thead>
<tr>
<th>Your partner</th>
<th>You</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landline</td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

Preferred method of contact
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.
If you have moved home, tell us your last address.

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Postcode</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Postcode</td>
</tr>
</tbody>
</table>

The date you moved out.

### You
- **No** □
- **Yes** □ When did you claim?
  - / /  
- Which council did you claim from?
- What name did you claim in?
- What address did you claim for?
  - Postcode

### Your partner
- **No** □
- **Yes** □ When did they claim?
  - / /  
- Which council did they claim from?
- What name did they claim in?
- What address did they claim for?
  - Postcode

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

### You
- **No** □
- **Yes** □
- **Does not apply** □

### Your partner
- **No** □
- **Yes** □
- **Does not apply** □

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

### You
- **No** □
- **Yes** □
- **Does not apply** □

### Your partner
- **No** □
- **Yes** □
- **Does not apply** □

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

### You
- **No** □
- **Yes** □ We will write to you about this.

### Your partner
- **No** □
- **Yes** □ We will write to you about this.

What is your nationality?

### You

### Your partner

If your nationality is not British, on what date did you last enter the UK?
The UK is England, Northern Ireland, Scotland and Wales.

### You
- **No** □
- **Yes** □ How much?
  - Care/Living £
  - Mobility: £

### Your partner
- **No** □
- **Yes** □ How much?
  - Care/Living £
  - Mobility: £
Are you or your partner entitled to Carer's Allowance but not receiving payment due to receipt of other benefits?

Do you or your partner pay towards the cost of supporting a son or daughter in higher education?

Please send proof of this payment (for example a copy of their student grant certificate or award letter).

If ‘Yes’, do you study full time or part time?

Do you use your home for business?

Are you or your partner a student?

If ‘Yes’, do you study full time or part time?

How many years does the course last?

Which year are you/your partner in?

What date does this year’s course start and end?

Do you or your partner receive a grant?

Do you or your partner receive a loan?

We must see evidence of your Student Status and income. Read the checklist at Part 18 to see what you can use as evidence.

Do you use your home for business?

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.

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.
Part 1  About you and your partner  – continued

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.

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>What is the address?</td>
</tr>
</tbody>
</table>

Do you pay rent on this property?  

<table>
<thead>
<tr>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much?</td>
</tr>
</tbody>
</table>

Please tick if you or your partner are:

- in legal custody
- severely mentally impaired
- registered blind
- long-term sick or disabled

We will contact you if we need any more information.

Part 2  About children

You may be able to get more benefits if there are children in your household and they are:
- under 16;
- aged 16 and up to the 1st of September following their 16th Birthday;
- aged 16 and over but under 20 and either:
  - in education taking a course of full time, not higher than GCE (A-level), advanced GNVQ or equivalent and they started before reaching the age of 19
  - on approved training that is not provided through a contract of employment and it started before reaching the age of 19

Are there any children in your household?  

<table>
<thead>
<tr>
<th>No</th>
<th>Go to Part 3.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>First child</th>
<th>Second child</th>
<th>Third child</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other names</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>What is the child’s sex?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The child’s relationship to you</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The child’s relationship to your partner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Usual address if different from yours</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Benefit number</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Part 2   About children – continued

**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?**

Yes [ ] No [ ]

**First child**

**Is the child registered blind?**

No [ ] Yes [ ] We need to see evidence of this.

**Does the child get Disability Living Allowance or Personal Independence Payment?**

No [ ] Yes [ ] How much?

Care: £

Mobility: £

**Do you pay a registered childminder, nursery or after-school club any childminding costs for this child?**

If you pay for child care then part of this cost can be deducted from your income figure used to calculate your Housing Benefit and/or Council Tax Reduction.

No [ ] Yes [ ] Tell us the name and registration number of the minder.

How much do you pay a week?

£

**Second child**

**Is the child registered blind?**

No [ ] Yes [ ] We need to see evidence of this.

**Does the child get Disability Living Allowance or Personal Independence Payment?**

No [ ] Yes [ ] How much?

Care: £

Mobility: £

**Do you pay a registered childminder, nursery or after-school club any childminding costs for this child?**

No [ ] Yes [ ] Tell us the name and registration number of the minder.

How much do you pay a week?

£

**Third child**

**Is the child registered blind?**

No [ ] Yes [ ]

**Does the child get Disability Living Allowance or Personal Independence Payment?**

No [ ] Yes [ ] How much?

Care: £

Mobility: £

**Do you pay a registered childminder, nursery or after-school club any childminding costs for this child?**

No [ ] Yes [ ] Tell us the name and registration number of the minder.

How much do you pay a week?

£

We must see evidence if child care payments made. Read the checklist at Part 18 to see what you can use as evidence.

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# Part 3   About other people who live with you

**Does anyone over 16, except your partner and any children you are claiming for, live with you in the property?**

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. [ ]
### Part 3  About other people who live with you  – continued

<table>
<thead>
<tr>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surname</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other names</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>National Insurance number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Date of birth</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Their relationship to you or your partner</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some examples are aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, subtenant, lodger or friend.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Do they get Income Support, Jobseeker's Allowance (income-based), Pension Credit (Guaranteed Credit), Employment Support Allowance (income-related) or Universal Credit?</strong></td>
<td></td>
<td></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><strong>Do they get Disability Living Allowance, Personal Independence Payment, Armed Forces Independence Payment or Attendance Allowance?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>How much?</td>
<td>Yes</td>
</tr>
<tr>
<td>£             a week</td>
<td>£             a week</td>
<td>£             a week</td>
</tr>
<tr>
<td><strong>Are they registered blind?</strong></td>
<td></td>
<td></td>
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<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Are they a full-time student, a student nurse, a care worker or an apprentice?</strong></td>
<td></td>
<td></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><strong>Tell us which.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Do they pay rent or money for board and lodgings to you or your partner?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>How much?</td>
<td>Yes</td>
</tr>
<tr>
<td>£             a week</td>
<td>£             a week</td>
<td>£             a week</td>
</tr>
<tr>
<td><strong>Are they severely mentally impaired?</strong></td>
<td></td>
<td></td>
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<tr>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Are they in legal custody at the moment?</strong></td>
<td></td>
<td></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><strong>When are they expected to come out?</strong></td>
<td></td>
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<td>/             /</td>
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<td>/             /</td>
</tr>
</tbody>
</table>
### Part 3  About other people who live with you  – continued

<table>
<thead>
<tr>
<th>First person</th>
<th>Second person</th>
<th>Third person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are they in hospital at the moment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes □</td>
<td>When did they go in?</td>
<td></td>
</tr>
<tr>
<td>/ /</td>
<td></td>
<td>When did they go in?</td>
</tr>
<tr>
<td>/ /</td>
<td>When will they come out (if you know this)?</td>
<td></td>
</tr>
<tr>
<td>/ /</td>
<td></td>
<td>When will they come out (if you know this)?</td>
</tr>
<tr>
<td>Do they normally work for 16 hours or more a week?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes □</td>
<td>Tell us their earnings before any deductions.</td>
<td></td>
</tr>
<tr>
<td>£</td>
<td>We need to see evidence of their earnings.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No □</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes □</td>
<td>Name of first other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of second other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of third other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do they have any other income at all?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>This includes any benefits or allowances you have not told us about on this form and interest from savings and investments.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes □</td>
<td>Name of first other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of second other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Name of third other income</td>
<td></td>
</tr>
<tr>
<td></td>
<td>How much is it before deductions?</td>
<td></td>
</tr>
<tr>
<td>£ a week</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are any of the people who normally live with you married to each other or living together as if they were married?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes □</td>
<td>Tell us their names.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>is the partner of</td>
<td></td>
</tr>
<tr>
<td>And</td>
<td>is the partner of</td>
<td></td>
</tr>
<tr>
<td>No □</td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
</tbody>
</table>
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.

Yes  Go to Part 6.
No  Answer the next question.

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

Yes  Go to Part 6.
No  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.

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.

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

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

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

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

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

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

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

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?

Please tick to show if the property is let as:
furnished
partly furnished
minimally furnished
unfurnished

How much is the rent for your home?

£

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

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

Yes □ No □
Tell us their names and their relationship to you and your partner.

How much of the rent do you pay?

£

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

Has your rent changed in the last 12 months?

Yes □ No □
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?

Yes □ No □
Please send us the notice of registration (RO5).

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

Yes □ No □
How many in a year?


Are you behind with your rent?

Yes □ No □
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.

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at Part 18 to see what you can use as evidence.
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.

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: __________________________

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.

Part 5 About where you live

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?

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  [ ]
### Part 5  About where you live – continued

**Do you or your partner have a child living at your address who is unable to share a bedroom due to severe disability?**
- No
- Yes

If ‘Yes’, please give details and enclose any supporting evidence.

**Has your home been built or adapted for people with disabilities?**
- No
- Yes

If ‘Yes’, please give details and enclose any supporting evidence.

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

<table>
<thead>
<tr>
<th>Room Type</th>
<th>In the whole building?</th>
<th>Just for you and your household?</th>
<th>That you share with other people?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedsitting rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bedrooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathrooms or shower rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kitchens</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Part 6  Income Support, Jobseeker’s Allowance (income-based), Pension Credit (Guaranteed Credit) and Employment Support Allowance (income-related)

**Are you or your partner actually getting Income Support, Jobseeker’s Allowance (income-based), Pension Credit (Guaranteed Credit) or Employment Support Allowance (income-related)?**
- No
- Yes

**Are you or your partner still waiting to hear about a claim for Income Support, Jobseeker’s Allowance (income-based), Pension Credit (Guaranteed Credit) or Employment Support Allowance (income-related)?**
- No
- Yes

**When did you start getting it?**

**When did you claim?**

**When did they start getting it?**

**When did they claim?**

Now go to **Part 13.**

You / / Your partner / /
### Part 7  About other business interests or being self-employed

**Are you or your partner a company director?**

- **No**
- **Yes** We will write to you for more information.

**Are you or your partner self-employed?**

- **No** Go to **Part 8.**
- **Yes** Answer the questions on this page. You must send us your trading accounts for the last financial year. If you have only recently set up the business and do not have a full year’s accounts, we will need to see some other evidence of your income. We will write to you about this.

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What kind of work do you do?</strong></td>
<td><strong>What kind of work do you do?</strong></td>
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<tr>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When did the business start?</strong></td>
<td><strong>When did the business start?</strong></td>
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<td>/ /</td>
<td>/ /</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is the business address?</strong></td>
<td><strong>What is the business address?</strong></td>
</tr>
<tr>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Are there any other partners in the business?</strong></td>
<td><strong>Are there any other partners in the business?</strong></td>
</tr>
<tr>
<td><strong>No</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>Yes</strong> [Tell us their name and address.]</td>
<td><strong>Yes</strong> [Tell us their name and address.]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Are you or your partner self-employed?</strong></td>
<td><strong>Are you or your partner self-employed?</strong></td>
</tr>
<tr>
<td><strong>No</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>Yes</strong> [Tell us their name and address.]</td>
<td><strong>Yes</strong> [Tell us their name and address.]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How many hours a week do you usually work?</strong></td>
<td><strong>How many hours a week do you usually work?</strong></td>
</tr>
<tr>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you get a Business Start-up Allowance?</strong></td>
<td><strong>Do you get a Business Start-up Allowance?</strong></td>
</tr>
<tr>
<td><strong>No</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>Yes</strong> [How much?] £</td>
<td><strong>Yes</strong> [How much?] £</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do you pay into a private pension scheme?</strong></td>
<td><strong>Do you pay into a private pension scheme?</strong></td>
</tr>
<tr>
<td><strong>No</strong></td>
<td><strong>No</strong></td>
</tr>
<tr>
<td><strong>Yes</strong> [How much?] £</td>
<td><strong>Yes</strong> [How much?] £</td>
</tr>
</tbody>
</table>

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We must see evidence of your earnings before we can decide how much benefit you can get. Read the checklist at Part 18 to see what you can use as evidence.
**Do you or your partner work for an employer?**

- **No** ☐ Go to **Part 9.**
- **Yes** ☑ Answer the questions on this page. If you work for more than one employer, tell us about all the employers on a separate sheet of paper and send it with this form.

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

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What kind of work do you do?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>What is your employer’s name and address?</strong></td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td>Postcode</td>
</tr>
<tr>
<td><strong>When did you start this job?</strong></td>
<td></td>
</tr>
<tr>
<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td><strong>What is your payroll, employee or staff number?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Are you employed for a limited period?</strong></td>
<td></td>
</tr>
<tr>
<td>No ☐</td>
<td>No ☐</td>
</tr>
<tr>
<td>Yes ☑</td>
<td>Yes ☑</td>
</tr>
<tr>
<td>When will you finish?</td>
<td>When will they finish?</td>
</tr>
<tr>
<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td><strong>How often do you get paid?</strong></td>
<td></td>
</tr>
<tr>
<td>Every</td>
<td>Every</td>
</tr>
<tr>
<td><strong>What is your gross pay?</strong></td>
<td></td>
</tr>
<tr>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Tax paid?</strong></td>
<td></td>
</tr>
<tr>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>National Insurance paid?</strong></td>
<td></td>
</tr>
<tr>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Net pay?</strong></td>
<td></td>
</tr>
<tr>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Is the above the normal pay you receive?</strong></td>
<td></td>
</tr>
<tr>
<td>No ☐</td>
<td>No ☐</td>
</tr>
<tr>
<td>Yes ☑</td>
<td>Yes ☑</td>
</tr>
<tr>
<td>If ‘No’, please give more details</td>
<td>If ‘No’, please give more details</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>How are you paid?</strong></td>
<td></td>
</tr>
<tr>
<td>For example, in cash, by cheque or straight into a bank or building society account.</td>
<td></td>
</tr>
<tr>
<td><strong>When was your last pay rise?</strong></td>
<td></td>
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<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td><strong>When will your next pay rise be?</strong></td>
<td></td>
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<td>/ /</td>
<td>/ /</td>
</tr>
<tr>
<td><strong>How many hours a week do you usually work?</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Give details of any regular overtime, bonuses or commission.</strong></td>
<td></td>
</tr>
</tbody>
</table>
Part 8  About working for an employer  – continued

Are you getting Statutory Sick Pay (SSP) or Statutory Maternity Pay (SMP), Statutory Paternity Pay (SPP) from your employer at the moment?

No  []  Yes  []

Are you getting any other pay in addition to SSP, SMP and SPP?

No  []  Yes  []

Do you pay into a private or company pension scheme?

No  []  Yes  []

How much?

£

How often?

Every

£

How often?

Every

We must see evidence of any earnings before we can decide how much benefit you can get. Read the checklist at Part 18 to see what you can use as evidence.

Part 9  About any other work

Do you or your partner do any other work at all?

No  []  Go to Part 10.

Yes  []  Answer the questions on this page.

What other work do you do?

What is the name and address of the person you do this work for?

Postcode

When did you start this work?

/  /  /

How many hours a week do you usually work?

/  /

Do you get paid?

No  []  How much do you get before any deductions?

£

How often?

Every

Yes  []

How much do they get before any deductions?

£

How often?

Every

We must see evidence of any earnings before we can decide how much benefit you can get. Read the checklist at Part 18 to see what you can use as evidence.
## Part 10 About benefits and pensions

**Are you or your partner getting any benefits or waiting to hear about benefits you have claimed?**
Read the list of benefits below and tell us about any you or your partner are getting now or have claimed.

- Adoption Pay
- Bereavement Allowance
- Carer’s Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Jobseeker’s Allowance
- Employment Support Allowance (contribution based)
- Fostering Allowance
- Guardian’s Allowance
- Incapacity Benefit
- Industrial Death Benefit
- Industrial Injuries Disablement Benefit
- Maternity Allowance
- Pension Credit (including Savings Credit)
- Severe Disablement Allowance
- State Retirement Pension
- Universal Credit
- War Disablement Benefit, War Pension or War Widow’s Pension
- Widow’s, Widower’s Benefits or Widowed Parent’s Allowance
- Working Tax Credit
- Any other benefit not listed above

Also, if you are getting, or have claimed, any other benefit that is not listed above, tell us below.

**You**

<table>
<thead>
<tr>
<th>The name of the benefit or pension</th>
<th>Waiting to hear</th>
<th>Getting now</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>£ How much?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>How often?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Every</td>
</tr>
</tbody>
</table>

**Your partner**

<table>
<thead>
<tr>
<th>The name of the benefit or pension</th>
<th>Waiting to hear</th>
<th>Getting now</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>£ How much?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>How often?</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Every</td>
</tr>
</tbody>
</table>
### Part 10 About benefits and pensions – continued

<table>
<thead>
<tr>
<th>You</th>
<th>Your partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>The name of the benefit or pension</td>
<td></td>
</tr>
<tr>
<td>Waiting to hear</td>
<td>□</td>
</tr>
<tr>
<td>Getting now</td>
<td>□ How much?</td>
</tr>
<tr>
<td></td>
<td>£</td>
</tr>
<tr>
<td>How often?</td>
<td>Every</td>
</tr>
</tbody>
</table>

### Part 11 About other money coming in

Do you or your partner, or any children you are claiming for, have any money coming in (or expect to have some money coming in) that you have not already told us about on this form?

This includes occupational pensions; maintenance or child support for you, your partner or any of the children you have told us about on this form; money from a trust fund; Home Income Plan, payments from mortgage, loan or credit card payment protection policies; training allowances; a student grant or loan; and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants or from any other property. You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust.

**Other money 1**

What is the money for?  

Who gets it?  

How much do you/they get? £  

How often? Every  

When did you/they start getting this income? / /  

When is the income likely to go up? / /  

**Other money 2**

What is the money for?  

Who gets it?  

How much do you/they get? £  

How often? Every  

When did you/they start getting this income? / /  

When is the income likely to go up? / /
Tell us about all your bank and building society accounts (EVEN EMPTY AND OVERDRAWN, OR ONES YOU DO NOT USE REGULARLY)

We must see evidence of all capital, savings and investments if they add up to £6,000 or more if you are below State Pension Credit Age and £10,000 if you are State Pension Credit Age.

(See front page for information on how much capital you may have)

---

Part 12 About bank accounts, capital, savings and investments

Tell us about all your bank and building society accounts (EVEN EMPTY AND OVERDRAWN, OR ONES YOU DO NOT USE REGULARLY)

Do you or your partner have any capital, (including bank accounts) savings or investments in the UK or abroad?
This includes cash, current accounts and savings accounts with a bank or building society, Post Office accounts, Premium Bonds, National Savings Certificates, and stocks and shares.

No □ Go to Part 12a
Yes □ Answer all questions in this part.

We must see evidence of all capital, savings and investments if they add up to £6,000 or more if you are below State Pension Credit Age and £10,000 if you are State Pension Credit Age.
(See front page for information on how much capital you may have)
Part 12 About bank accounts, capital, savings and investments - continued

Do you or your partner have any Bank Accounts?  
This includes bonds.

Yes ☐ Tell us about all your Bank Accounts, even empty or overdrawn ones. If there are more than two bank accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

<table>
<thead>
<tr>
<th>Name of bank</th>
<th>Account number</th>
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<th>Whose name is the account in?</th>
<th>How much is in the account?</th>
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<td>£</td>
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Do you or your partner have any Building Society accounts?  
This includes bonds.

Yes ☐ Tell us about Building Society accounts, even if you do not use them regularly. If you have more than two building society accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

<table>
<thead>
<tr>
<th>Name of building society</th>
<th>Account number</th>
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<th>How much is in the account?</th>
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<tr>
<td></td>
<td>£</td>
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</table>

Do you or your partner have any Post Office accounts?  
This includes savings accounts and Girobank accounts.

Yes ☐ Tell us about Post Office accounts. If you have more than two post office accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

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<tr>
<th>Type of account</th>
<th>Account number</th>
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<th>How much is in the account?</th>
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<td></td>
<td>£</td>
</tr>
</tbody>
</table>
Part 12 About capital, savings and investments - continued

Do you or your partner have any Premium Bonds?
No ☐
Yes ☐ Value
£

Do you or your partner have any National Savings Certificates?
No ☐
Yes ☐ Issue number
Value £
How many?

Do you or your partner have any stocks, shares, or unit trusts?
No ☐
Yes ☐
Company name
How many?
Current value

If you have more than two National Saving Certificates, stocks, shares, or unit trusts, tell us about the others on a separate sheet.

Do you or your partner have any other capital, savings or investments?
For example, cash, PEPs, ISAs, TOISAs, compensation, or any other money you have not told us about on this form.
No ☐
Yes ☐
Tell us about this.

Part 12a About property, land or timeshare

Do you or your partner own or partly own any property, land or timeshare, other than the home you live in, either in the UK or abroad? Tick ‘Yes’ even if you have a mortgage or loan for the property, land or timeshare.
No ☐
Yes ☐
What is the address?

How much is it worth?
£

If you have a mortgage or loan for this, how much is left to repay?
£
We will write to you about this.
Part 13 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:
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 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 15 of this form, giving reasons why. If you have already paid your rent then please fill in Part 15 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.

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

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 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.

We will pay your Housing Benefit/Secondary 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 13 How we can pay your entitlement - continued

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

Bank or Building Society Sort Code

Account Name

Bank or Building Society Account Number

Part 14 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 15 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 16 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 at an earlier date.
Part 17 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

I know I must promptly let the Benefit 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 / /
Part 18 Checklist

Please tick to tell us what evidence you are sending with this form. We must see original documents, not copies. Please do not send valuable items through the post. If you can, bring them into our offices. We will take the details we need and give you the documents back straightaway. If you cannot get into the office, phone us for more advice.

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

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, but we will not be able to pay you any benefit until we have all the evidence.

Evidence of identity
Such as a birth certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EEC identity card or recently paid gas or electricity bill. We may need to see at least two of these documents for you and your partner.

Evidence of National Insurance number
Such as a National Insurance number card, payslips or letters from Department for Work and Pensions or Her Majesty’s Revenue and Customs.

Evidence of capital, savings and investments if they add up to £6,000 or more if you are below State Pension Credit Age or £10,000 if you are State Pension Credit Age. IF THEY ARE BELOW THIS THEN YOU DO NOT NEED TO PROVIDE EVIDENCE.
Such as all your bank, building society or post office books, full bank statements, or certificates for Premium Bonds, National Savings Certificates, ISAs, stocks, shares and unit trusts. We need to see evidence of any interest, or dividends you get on investments and savings. The evidence you send must show for at least the last two months.

Evidence of earnings
This means your last five payslips if you are paid every week, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid every month. Or, ask your employer to fill in the certificate on page 27. We will contact your employer if you do not have these payslips. If you or your partner are self-employed, we need to see your accounts for the last financial year or, if you have been trading for less than 12 months, a summary of your trading records so far.

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

Evidence of Student Status/Income
Student Status - such as a letter from your University/College confirming start date, expected end date, type of course and whether full time/part time. Student Income - such as a copy of your letter from Student Finance showing a full breakdown of all loans and/or grants.

Evidence of benefits, allowances or pensions
Such as current award notices or letters from the Department for Work and Pensions confirming how much you get. If you do not have evidence, let us know straight away.

Evidence of private rent and tenancy
Such as a rent book, rent receipts, an up to date tenancy agreement or a letter from your landlord - evidence must be current.

Evidence of other money paid out
Such as letters about student grants or maintenance, letter from childcare provider confirming fees paid.

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
- First Floor Colwyn Bay Library, Woodland Road West, Colwyn Road
  We are due to re-locate in Nov/Dec 18 to: Coed Pella, Conway Road, Colwyn Bay LL29 7AZ
- Town Hall, George Street, Llandudno
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. It would be really helpful if you could complete this form.

About Yourself

I am: Male □ Female □

How would you describe your ethnic origin?

White

British □

Irish □

Welsh □

Mixed

White and Black Caribbean □

White and Black African □

White and Asian □

Any other White Background □

Any other Mixed Background □

Please give details

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
To be filled in by the employee

Name  

Address  

Employee or works number  Occupation  Signature  

To be filled in by the employer

Please help your employee by confirming the details above, providing the information asked for below and returning it to the address at the top of this letter.

What date did the employee start work?  

Every week  Every fortnight  Every four weeks  Every calendar month  Other (Please give details.)  

How often is the employee paid? If ‘Other’, please give the period.

Please tell us how they are paid, for example, cash, cheque, direct into their bank account.

Normal basic wage  Normal hours worked  

Gross pay for the last five weekly, three fortnightly, or two monthly/four-weekly periods (including overtime, bonus SSP, SMP, SPP)

<table>
<thead>
<tr>
<th>Pay period ending</th>
<th>Number of hours worked</th>
<th>Gross pay</th>
<th>Gross pay to date</th>
<th>National Insurance contributions</th>
<th>Occupational pension or personal pension contributions</th>
<th>Tax paid by employee</th>
</tr>
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<td>For each period</td>
<td>Year to date</td>
<td>For each period</td>
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If Statutory Sick Pay (SSP), Maternity Pay (SMP) or Paternity Pay (SPP) is included in the gross pay, please tell us which and how much.

Name  

Business name  

Business address  

Business phone number  I confirm that the information given is true and complete.

Signature  

Position in firm  

Employer’s authorisation stamp
Main office of Conwy County Borough Council and postal address

Benefit Office  
Revenues and Benefits Assessment Service  
Bodlondeb, Conwy  
LL32 8DU  
Monday-Thursday 8.45am-5.15pm  
Friday 8.45am-4.45pm  
Phone: 01492 576491

Local Housing Benefit suboffices of Conwy County Borough Council

Area Office  
Revenues and Benefits Assessment Service  
Town Hall, George Street, Llandudno LL30 2ST  
Monday-Thursday 8.45am-5.15pm  
Friday 8.45am-4.45pm  
Phone: 01492 576491

The Library  
Plas yn Dre  
Llanrwst LL26 0DF  
Tuesday 10am-1pm  
Phone: 01492 576491

Discretionary Assistance Fund in Wales  
PO Box 2377, Wrexham, LL11 OLG  
Tel: 0800 859 5924

Useful addresses

Other Government Departments

The Pension Service 8  
Post Handling Site B  
Wolverhampton  
WV99 1AN  
Phone: 0800 731 0469

Department for Work and Pensions  
Post Handling Site B  
Wolverhampton  
WV99 2EA  
Phone: 0800 169 0310  
Phone: 0800 169 0310

Job Centre  
29/31 Chapel Street  
Llandudno  
Conwy LL30 2SY  
Phone: 0800 169 0310

Rent Officer Service  
Welsh Assembly Government  
Sarn Mynach  
Llanudno Junction  
LL31 9R2  
Tel 0300 0625106  
Tel: 0800 859 5924

Other Organisations

Shelter Cymru  
Unit 5, Station Buildings  
Bodfor Street, Rhyl, LL18 1AT  
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  
The Bon  
Bridge Street  
Llanrwst LL26 0ET  
Tel: 01492 641313

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

North Wales Credit Union  
144 Conwy Road  
Llanudno Junction  
Conwy  
LL31 9ND  
Tel: 0333 2000 601

Membership of the North Wales 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  
15 Bridge Street  
Denbigh  
LL16 3LF  
Tel: 01745 816947

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