



Housing Benefit and Council Tax Benefit application form guidance notes

You should fill in this form if you need help with paying your rent or Council Tax

আপনার যদি কাউন্সিল ট্যাক্স বা রেন্ট (ভাড়া) পরিশোধ করার ব্যাপারে সাহায্যের প্রয়োজন হয়, তাহলে আপনাকে এই ফর্মটি পূরণ করতে হবে।

Bengali

如果你交付地方政府稅或房屋租金需要幫助，應把這份表格填妥。

Chinese

اگر آپ کو کونسل ٹیکس یا کرایہ ادا کرنے میں مدد درکار ہو تو آپ کو یہ فارم پُر کرنا چاہیے۔

Urdu

यदि आप को अपना काउंसिल टैक्स या किराया देने में सहायता की आवश्यकता हो तो आप को यह फार्म भरना चाहिए।

Hindi

ਜੇ ਤੁਹਾਨੂੰ ਆਪਣਾ ਕੌਂਸਲ ਟੈਕਸ ਜਾਂ ਕਿਰਾਇਆ ਦੇਣ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੋਵੇ ਤਾਂ ਇਹ ਫਾਰਮ ਭਰਨਾ ਚਾਹੀਦਾ ਹੈ।

Punjabi

Nese kerkoni ndihme per te paguar qirane (renten) ose taksen lokale (te qytetit), duhet te plotesoni kete formular.

Albanian

بحاجة للمساعدة في دفع الإيجار أو ضريبة المبنى إذا كنت المجلس المحلي

Arabic

Vyplňte tento formulář, pokud potřebujete pomoc s placením obecní daně.

Czech

"نهگەر پارمه تیبیت ینویسته بو کورت خانوو یان کانسئل تاکس (Council Tax)، ده بن نه م فورمه پر بکه یته وه."

Kurdish

از طرف ما داری، می بایست این برگه ییمل نمایی. شما چنانچه نیی ی ا عوارض شهرداری خود

Farsi Iranian

Izpolnite ta obrazec, Å e potrebujete pomoÅ pri plaÅ evanju najemnine ali obÅ inskega davka

Slovenian

If you have any special needs or would like help with this form, please contact the Benefit Section

Notes to help you with this form

These notes will help you fill in this form and understand a bit more about Council Tax Benefit and Housing Benefit. You should also read the notes that are in the form.

Who can claim Council Tax Benefit or Housing Benefit?

Anyone who is on low income and has to pay Council Tax or rent; you do not have to be unemployed to claim.

If you are single and have other adults living with you who are on a low income, you may get Second Adult Rebate instead of Council Tax Benefit. If you provide all the information that has been asked for, we can work this out for you.

Filling in the form

Please answer all the questions.

Unfortunately we have to ask lots of questions to make sure that you get all the benefits you are entitled to. If you need help filling in this form or you need any advice, please contact the Benefit Section at Dover District Council.

If the form is not filled in properly, we will send it back to you with a letter saying what you need to do next. This may mean that there will be a delay in your benefit being paid.

If you are a council tenant or are just applying for Council Tax Benefit, do not complete section N.

Returning the form to us

If you want to claim, you must return the form as soon as possible as any delay may result in the loss of benefit. This is because benefit can only normally be paid from the Monday after we receive your form.

As well as this form we must see proof of your income and savings etc. If you receive Pension Credit we will not need to see your income and savings.

If you do not have all the proof ready, you should return the completed form straight away and provide proof later.

We must see the original documents, photocopies cannot be accepted. Please make sure that anything you provide has your name and current address on it.

Any valuable items you send to us will be returned straight away by First Class mail. E.g. passport, bank book.

If this is the first time you have claimed from us we will need to see 2 proofs of both you and your partner's identity, E.g. driving licence, utility bill, birth or marriage certificate or passport.

If you need a visit or advice, please contact the Revenues Contact Centre on (01304) 872199.

What if something changes?

Your benefit will be worked out using the information you have given on this form. If anything changes, for example your income goes up or down or someone leaves or joins your household, you must tell us immediately in writing.

WARNING: If you do not give the correct information or fail to tell us about a change in your circumstances you may be committing fraud and this may lead to you being prosecuted.

What happens next?

Once we receive your form and all the required proof your Housing and Council Tax Benefit will be worked out. As soon as this is done a letter will be sent telling you how much you have been given. You must check the letter to make sure that the information used to assess your claim is right. If the information is wrong or you need advice you must contact the Benefit Section straightaway. Any benefit due will be sent to you or paid into the appropriate account depending on your circumstances.

Backdating

In most cases benefit is paid from the Monday after we get your application form, but in some cases we can pay it from an earlier date. If you would like us to consider backdating your claim you must write in section P the date you want your benefit paid from and why you did not claim benefit earlier.

You must be able to give good reasons why you did not claim before and send in any proof to support your request.

Appeals

If you are not happy about the amount of benefit that has been given to you, you can ask that we check it to see if it is correct. Details of how and when to do this will be sent with your benefit award letter.

Changes in your circumstances

If any of the details you have put on this form change, you must tell us about them in writing immediately. If you are unsure whether a change will affect your claim please tell us anyway.

Changes of address

If you change address or room you must complete a shortened application form straight away. If you do not do this you may be overpaid and also lose benefit.

OTHER HELP AND ADVICE

About Council Tax

If there is someone in your household who is permanently disabled you could be entitled to a reduction in your Council Tax. This can also apply if you provide care for anybody who is not your partner or child, or they provide care for you, and they live with you. If you would like to know more, contact the Revenues Contact Centre on (01304) 872199.

Help with the cost of education

If you have a child or children at school and you receive Income Support or income-based Job Seekers Allowance you could receive free school meals. For people on a low income there is also a school maintenance allowance for children over 16 who stay on at school.

Please return the completed form and any supporting documents to:

**Dover District Council
Revenues and Benefits
White Cliffs Business Park
Whitfield
Dover
Kent
CT16 3PJ**

Useful contacts

Anti Social Behaviour
(01304) 872 220

Benefits Agency
(01303) 713 800

Benefit Fraud Hotline
(01304) 872 190

Citizens Advice Bureau
0844 848 7978

Complaints
(01304) 872 306

Repairs
(01304) 872 299

Democratic Services
(01304) 872 352

Homelessness
(01304) 872 258

Housing
(01304) 872 265

**Housing Benefit &
Council Tax Benefits**
(01304) 872 199

Job Centre
(01304) 866 100
www.jobcentreplus.gov.uk

Kent Benefits Partnership
0845 345 0310

Pension Service
0845 6060 265
www.thepensionservice.gov.uk

Rent Officer
(01622) 766 853

Rents
(01304) 872 296

Social Services
(01843) 860 000

Tax Credits
0845 300 3900
www.hmrc.gov.uk/taxcredits

Website
www.dover.gov.uk

Help and advice

The council's designated offices are listed below. You may hand in your application form at any of these offices. Staff at the council offices are available to help you fill in your application form and to help you with any questions you might have about benefits.

The Council Offices
White Cliffs Business Park, Whitfield
Open 8:45 am to 5 pm

Dover District Council @ Your Service
Castle Street, Dover
Open 9 am to 5:00 pm

Deal Area Office
Town Hall, High Street, Deal
Open 9 am to 12:30 pm
1:30 pm to 4:30 pm

Sandwich Area Office
The Guildhall, Sandwich
Open 9 am to 12:30 pm
1:30 pm to 4:30 pm
Tuesday, Thursday and Friday

Aylesham Area Office
Boulevard Courriers, Aylesham
Open 9 am to 12:30 am
1:30 pm to 4:30 pm
Monday and Wednesday

The Citizens' Advice Bureaus in Deal and Dover can also help you to fill in the form and help you with general benefit questions. They will also help you if you are not happy with the result of your claim.

Aylesham Public Library
Aylesham Neighbourhood Project
Aylesham

Dover Citizen's Advice Bureau
Maison Dieu Gardens
Dover

Deal Citizen's Advice Bureau
23 Victoria Road, Deal

Phone 0844 848 7978