

# Notes for filling in the claim form for Housing Benefit and Council Tax Support

## About this form

We have designed this claim form to be easy to fill in. It may look rather long, but there needs to be enough questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of the form (for example, a few questions would not apply to most pensioners) 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.

## Filling in the form

Use black ink to fill in the form. 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 **No** or **Yes** questions by putting a **tick** in the relevant box. If you are picking an answer from a list of answers, tick the appropriate box. Do not put a cross in any boxes. If you answer a question with a cross, Oadby & Wigston Borough Council may 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 to fill in the form

If you need any help, contact Oadby & Wigston Borough Council.

## For more help and advice, visit the Council Customer Service Centre at:

Wigston Library Bull Head Street Wigston Magna Leicestershire LE18 1PA	South Wigston Library Bassett Street South Wigston Leicestershire LE18 4PE	Oadby Library 10 The Parade Oadby Leicestershire LE2 5BF	Council Offices Station Road Wigston Leicestershire LE18 2DR Telephone Number (0116) 2888961 Email: <a href="mailto:benefits@oadby-wigston.gov.uk">benefits@oadby-wigston.gov.uk</a>
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Please see enclosed schedule of opening times at the Libraries

<p>If you would like more information in your own language, in large print, on tape or in Braille, please contact us at the address or telephone number shown in this document.</p>
<p>Se desiderate ulteriori informazioni nella vostra lingua, a caratteri grandi, su cassetta, o in Braille, siete pregati di contattarci all'indirizzo o al numero di telefono indicati sul presente documento.</p>
<p>Si desea recibir más información en su lengua, en un tamaño de fuente mayor, en casete o en Braille, póngase en contacto con nosotros en la dirección o mediante el número de teléfono que aparecen en este documento.</p>
<p>Se você gostar de mais informação em sua própria língua, a cópia grande, na fita adesiva, ou em braille contata-nos por favor no endereço ou no número de telefone mostrado neste original.</p>
<p>আপনি যদি নিজের ভাষায়, বড় হরফে, টেপ বা ব্রেইলে আরও তথ্য জানতে চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করবেন। এই কাগজে আমাদের ঠিকানা ও টেলিফোন নম্বর দেওয়া আছে।</p>
<p>如果你需要更多详情，希望有中文版、大字体印刷件、磁带录音或盲文版，请按本文件中提供的地址和电话号码与我们联系。</p>
<p>اگر آپ کو مزید معلومات اپنی زبان میں، بڑے حروفوں میں، یا آواز کی صورت میں ٹیپ پر یا بریل میں درکار ہیں تو اس دستاویز میں دیئے گئے پتے یا ٹیلی فون نمبر پر ہم سے رابطہ کریں۔</p>
<p>Jeżeli chcesz otrzymać więcej informacji w swoim języku ojczystym, dużym drukiem, na taśmie lub alfabetem Braille, proszę skontaktować się z nami pod adresem lub numerem telefonu podanym w tym dokumencie.</p>

## About Housing Benefit and Council Tax Support

Housing Benefit can pay all or part of your rent. It may also give you some extra money towards things you have to pay for, like heating and cleaning shared areas.

Council Tax Support helps you pay your Council Tax. There are different rules depending on whether you are working age or pension age.

You are treated as being 'pension age' if you have reached the qualifying age for State Pension Credit as long as you or your partner, if you have one, are not in receipt of Income Support, Jobseeker's Allowance (income based) or Employment and Support Allowance (income based).

Pensioners may get Council Tax Support to pay all or part of their Council Tax and can apply for Second Adult Rebate.

Working age people must pay a percentage of their Council Tax and cannot apply for Second Adult rebate.

## Second Adult Rebate (for pensioners only)

Second Adult Rebate is Council Tax Support for pensioners who have not got a partner but who share their home with others who are:

- 18 or over
- on a low income, **and**
- do not pay them rent.

If you are claiming Second Adult Rebate, only fill in **Part 1**, **Part 3**, **Part 17** and **Part 18** of this form.

## Proof

Oadby & Wigston Borough Council will need to see proof of some of the things you write about on the form. There is a checklist in **Part 15** of the form to help you. If you are not sure if we need to see proof 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 proof we need.

## What to do next

When you have filled in the form, sign it and send it to Oadby & Wigston Borough Council with the proof we need to see. Or you can take the form and proof to our offices or to one of our Customer Service Centres at the libraries. Do not send valuable items such as benefit order books, bank books or passports in the post. Take them to our reception or to one of our Customer Service Centres at the libraries and we will get the information we need and give them back to you. If you do send these items in the post, we can not accept responsibility if they are lost or damaged.

**If you cannot get the proof we need straight away, do not worry. Send the form to us with the proof you do have and let us know that you will be sending some proof later. If you do not send the form straight away, you might lose money.**

## How Oadby & Wigston Borough Council collect and use information

We will use the information you give in this form, and in any supporting evidence you send, to process your claim for Housing Benefit and Council Tax Support.

We may pass the information to other agencies or organisations such as the Department for Work and Pensions and HM Revenue and Customs, as allowed by the law.

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

- make sure the information is accurate
- prevent or detect crime, **and**
- protect public funds.

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

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

Oadby & Wigston Borough Council is the data controller for the purposes of the Data Protection Act.

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