

## ADDITIONAL INFORMATION IN BRIEF

### Complaints Procedure

We want you to receive the best possible attention when applying for Housing/Council Tax Benefit. If for whatever reason you feel that this has not happened, then please make your feelings clear by writing to the Revenues and Benefits Manager, Corporate Services, Argyll and Bute Council, Witchburn Road, Campbeltown, Argyll, PA28 6JU. Your complaint will be investigated in full and you will be sent a written response.

### The Rent Registration Service for Scotland

All private sector rents are referred to the Rent Registration Service for Scotland who works out the level of rent the council uses to calculate benefit. The Rent Officer's decision is final and the council must abide by the decision. If, however, you wish to appeal the Rent Officer's decision then you can do so by writing to the council giving your reasons and the council will lodge the appeal for you with the Rent Registration Service for Scotland. They will notify you as well as the council of the new decision. **You should note that any new decision might be an increase or a decrease of the original decision.**

The final decisions are valid for 12 months from the date they are made. In addition, the council must refer each property every 12 months. If you would like any further information on this procedure, please contact your Customer Service Centre Benefit Enquiry Line on 01546 605512.

### Bereavement

If a change in your household is caused by the death of a family member, this may entitle you to more help with your rent. Please contact your Local Customer Service Point for information.

### Pre-Tenancy Determinations

A Pre-Tenancy Determination application form is available from your Local Customer Service Point. By completing one of these forms and returning it to them, the council can request that the Rent Registration Service for Scotland make a decision about the level of rent on which your benefit will be calculated before you commit yourself to signing a lease or tenancy agreement. Further information and advice is available from your local Customer Service Point.

### Discretionary Housing Payments

Discretionary Housing Payments were introduced in July 2001 and are additional help for people receiving Housing/Council Tax Benefit with their housing costs. If your Housing/Council Tax Benefit has been restricted and in the view of the council you need extra help with housing costs then you can apply. Application forms and further advice is available from your local Customer Service Point. **You should be aware that certain conditions must be satisfied in order to be considered for a discretionary housing payment i.e. you must be entitled to either Housing or Council Tax benefit or both.**

Please note this is not a payment of benefit and cannot be made on an on-going basis as there are limited funds available. The normal Appeals Procedure (See below) does not apply should your claim be refused. However, you still have the right to appeal which should be made in writing and sent to the Revenues and Benefits Manager, Department of Corporate Services, Argyll and Bute Council, Witchburn Road, Campbeltown PA28 6JU.

### Appeals Procedure

If you are unhappy with any Housing/Council Tax Benefit decision made by the council, i.e. the level of benefit paid the decision to recover an overpayment, the refusal to backdate a claim then you can make a written appeal to have the decision re-considered. You must appeal in writing **within 1 month** from receiving your decision letter. If you are still unhappy with the outcome your appeal will be submitted to the Appeals Service in Glasgow on your behalf and they will communicate with you direct on the matter. Further information and advice is available from your local Customer Service Point. Please note that details of the Appeals Procedure are also contained in our decision letters.

### Backdating Claims

We cannot normally backdate your claim unless you are able to give us a good reason for not claiming earlier. However, there are some circumstances in which we can. If you want us to consider backdating your claim, then please ask your local Customer Service Point for a "Backdating Application form".

### Local Housing Allowance

LHA (Local Housing Allowance) is a new way of working out new claims for Housing Benefit for tenants renting accommodation from a private landlord. It also affects tenants already getting Housing Benefit who move into accommodation rented from a private landlord. Local Housing Allowance is being introduced on 7 April 2008 and rent levels are based on the number of rooms in a property and industry average rents for that property. If you live in housing association accommodation Local Housing Allowance will not affect you. For more information on LHA please contact your local Customer Service Point.

**LHA is not appealable.**

## Checklist of documents required to support your claim

Please tell us what proof you are sending with this form. We must see original documents – not copies.

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

If you cannot send the proof we need at the moment, send the form back to us now and send the proof within 4 weeks. We can start to process your claim, **but we will not be able to pay any benefit until we have all the proof.**

Please do not send us valuable items through the post. If you can, bring them into your local Customer Contact Centre Point. We will take the details we need and give you the documents back straight away. If you cannot get into the office, phone us for more advice.

### **Proof of Identity**

Birth Certificate, marriage certificate, passport, National Insurance number card, medical card, driving licence, UK residence permit, EEC Identity Card, benefit book or recent gas or electricity bill. We need to see at least 2 of these documents for each person.

### **Proof of capital, savings and investments**

Your current account statement and all other bank, building society and post office accounts. We need books or 2 statements, certificates for premium bonds, national savings certificates, ISA's, stocks, shares and unit trusts.

We need to see proof of any interest or dividends you get on investments and savings.

### **Proof of earnings**

Your last 5 payslips if you are paid weekly or your last 3 payslips if you are paid every 2 weeks or your last 2 payslips if you are paid monthly. 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 6 months, a summary of your trading records so far.

### **Proof of other income**

Pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.

### **Proof of benefits, allowances or pensions**

Award notices or letters from the DWP confirming how much you get.

### **Proof of other money paid out**

Letters about student grants or maintenance, agreements or receipts from registered child carers.

### **Local Customer Service Centres**

If you need more information about Housing or Council Tax Benefit please contact your Customer Service Centre at the appropriate address:-

- Hill Street, Dunoon, PA23 7AP
- Burnet Building, St John Street, Campbeltown, PA28 6BJ
- 45 West Princess Street, Helensburgh, G84 8BP
- Jamieson Street, Bowmore, Isle of Islay, PA43 7HP
- Dalriada House, Colchester Square, Lochgilphead, PA31 8ST
- Breadalbane Street, Tobermory, Isle of Mull, PA75 6PX
- Lorne House, Albany Street, Oban, PA34 4AR
- Eaglesham House, Mount Pleasant Road, Rothesay, Isle of Bute, PA20 9HQ
- The Business Centre, Crossapol, Isle of Tiree, PA 77 6UP

### **Customer Service Centre Telephone Numbers:-**

**For Council Tax Enquiries Tel. (01546) 605511**

**For Benefit Enquiries Tel. (01546) 605512**

**For Payment Enquiries Tel. (01546) 605515**



# Argyll & Bute Council

Department of Corporate Services,  
Witchburn Road, Campbeltown, Argyll, PA28 6SU  
**Application for Housing Benefit and Council Tax Benefit**

<b>This form must be returned by</b>		
<b>Council Tax Account Number</b>		
<b>Benefit Claim Number</b>		
<b>Name:</b>		DATE STAMP
<b>Address and Postcode:</b>		
<b>Telephone Number:</b>		
<b>Date of Issue:</b>		

**Full assistance on claiming Housing and Council Tax Benefit is available at the Customer Service Centre by calling the benefit enquiry line on 01546 605512 or by face to face at our Customer Contact Centre Points which are situated at the addresses on the back of this form.**

The basic level of Council Tax for each property is based on two adults living in the property. You may get a 25% discount if you are the only adult living in the property, and a 50% discount if no adults live in the property. We do not include certain categories of residents when we assess how many people live in the property. The main categories are:-  
the severely-mentally impaired; youth trainees; students; student nurses; apprentices; people who receive long-term residential care; people in detention.

## 1 Your nationality

Have you come to live in the United Kingdom in the past five years? If "Yes" please answer the following questions.	Yes	No
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What is your nationality?	
Which country did you live in before?	
Why have you come to live in the U.K.?	
How long do you plan to stay?	
Do you still have bank accounts or property overseas?	

## 2 About your claim

Are you applying for - Please tick

Housing Benefit?	Council Tax Benefit?	Both?	Second Adult Rebate?
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Are you - Please tick

Home Owner?	Living with parents?	Living in a hostel?	A joint tenant?	Housing Association Tenant?	Living in board & Lodgings?	Other?
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What was your last address? <b>IMPORTANT</b>		What date did you leave this address?	
Did you claim Housing Benefit or Council Tax Benefit at this address?			Yes/No
Were you an owner/occupier at this address?			Yes/No

## 10 The property you live in (continued)

Please fill in this table and tell us the number of rooms in house and who uses them?

	Living room	Bed-room	Kitchen	Bath-room	Toilet	Bed-sit	Other
Number of rooms used by you and your family							
Number of rooms you share with other tenants							
Number of other tenants you share the rooms with							
Total number of rooms in the building							

If you rent the whole of the house, please go to Section 11. If you rent a room, flat, bed-sit, shared house, please answer the following questions.

Which floor is your home on?	Basement	Ground	First	Second	Attic
Where do you live in the building?	Front	Rear	Left	Right	Middle

If your room, bed-sit or flat has a number, what is it?   
 How many other tenants live in the property?

Is the property above a shop?  Y  N Is the property a flat in a building?  Y  N

Do you have any cooking facilities in your room?  Y  N

## 11 Rent PLEASE PROVIDE PROOF

How much is your rent?  £

How often you pay your rent? Please tick .

<input type="checkbox"/> Every week	<input type="checkbox"/> Every month	<input type="checkbox"/> Every 4 weeks
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Do you have weeks when you do not have to pay rent?

Yes  No

If "Yes", when are these weeks?

When is your next rent increase due?

Who receives the council tax bill in your home? Please tick .

<input type="checkbox"/> You or your partner	<input type="checkbox"/> Your landlord	<input type="checkbox"/> Someone else	<input type="checkbox"/> Tell us who
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**12 What your rent includes PLEASE PROVIDE PROOF**

Some charges for services such as heating, hot water and meals **will not qualify for** Housing Benefit. They must be taken off your rent if it includes them. If you cannot tell us how much they are, we will take off standard amounts. Please tick  which of the following are included in your rent.

Included in your rent?	If "Yes" please tick <input type="checkbox"/>	How much do you pay for this service?
Meals		
Heating		
Lighting		
Hot Water		
Cooking		
Gas or electricity for cooking		
Cleaning		
Laundry		
Personal Care		
General Care		

If you receive meals is it - Please tick

Breakfast only	Half Board	Full Board
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## 13 Proof of rent

**If you pay rent to a private landlord or housing association, you must send us a copy of your current lease or a letter signed by your landlord that gives the date the tenancy started and how much rent you have to pay. Also send proof that you are occupying the property e.g. a utility bill or council tax bill.**

### **Sharing information with your landlord**

Sometimes, sharing information with your landlord helps us deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed. Under the Data Protection Act we need permission to share information:-

- whether or not you had claimed or renewed your claim for Housing Benefit and, if so, whether we have made a decision on your claim or not and
- if we need further information to make a decision on your claim, and if so what information this is.

There may be other information about your claim that we need to check with your landlord, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your landlord even if you have not given us permission to discuss your claim with them. However, unless you give us permission by signing this form, we will not discuss anything else with your landlord.

### **We will not give your landlord any information about:**

- **your personal or household circumstances or**
- **your financial circumstances.**

If you do **not** give us permission to discuss your claim with your landlord, it will not affect your claim. If you **do** give us permission but then change your mind, we will follow your wishes. Just contact us and let us know. If you give us permission to discuss your claim with your landlord, please sign below.

**I give (Argyll and Bute Council) permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.**

**Your signature**

**Address**

  
  
 Postcode

**Date**

 /  / 

**PLEASE REMEMBER THAT YOU MUST SIGN SECTION 15 WHETHER YOU SIGN HERE OR NOT.**

**14 Paying benefit – IMPORTANT INFORMATION**

There are two options to choose from. Please only complete the option that applies to you.

**Option One**

Please note that the option to pay your landlord does not apply to Local Housing Allowance.

Local Housing Allowance will be paid directly to the claimant. **Please read the attached Additional Information Brief (at the back of this form).** If you are still unsure whether the new rule applies to you, please contact your Customer Service Centre for advice (telephone numbers at the back of this form). **For example this rule does not apply to ACHA tenants, Housing Association Tenants or tenants of caravans etc.**

We recommend that you get your money paid direct into your bank account. If we cannot pay into your account, we will send you a cheque. **Please note that we cannot make payments into Post Office Card Accounts.**

Please tell us how you want your Housing Benefit paid. **Please tick the appropriate box.**

Please pay straight into my account

Please pay me by cheque

If you want your benefit paid straight into your bank account, please provide the following information.

Name of bank/building society

Branch Address

Bank/building society sort code  
(can be found on your cheque book)

Account Name(s)

Bank/building society  
Account Number

Bank/building society  
Roll Number

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Signature(s) of Account Holders

Date

**If you experience difficulty in managing your rent payments please contact your local Customer Service Centre for a Vulnerable Claimant application form. This will allow the council to consider making payments of Local Housing Allowance direct to your landlord on your behalf.**

**14 Paying benefit – IMPORTANT INFORMATION (continued)**

**Option Two**

If you are not paid Local Housing Allowance, please select from one of the following options.

**Pay Landlord** Yes  No       **Pay Agent** Yes  No

If you chose "YES", please ask your Landlord or Agent to sign this agreement.  
**This is not necessary if your Landlord is a Housing Association.**

Landlord's Name (Print)

Agent's Name (Print)

I agree to accept Housing Benefit payments for the tenant named on this form.

I understand by law:-

- I must tell you straight away if I find out about any change in the tenant's circumstances;
- You can stop benefit to me if I do not tell you about any change in 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/Agent Signature

Date

**15 Declaration**

Please read this declaration carefully.

This is my claim for Housing Benefit and/or Council Tax Benefit.

I confirm that, that as far as I know, the information I have given on this form is correct and complete. I give you permission to make any necessary enquiries to check the information on the form. I understand that if I give information that is not correct or complete or do not tell you about any changes that might affect my benefit, I may be prosecuted. The council is under an obligation to manage public funds properly. Accordingly, information that you provide will be used to ensure appropriate payment of Housing/Council Tax Benefit. The information may also be used to prevent and detect fraud. It is also possible that this information may be shared for the same purpose with other public bodies or other organisations which handle public funds. This Authority has adopted a Government procedure dictated by best practice which means that at sometime you will receive a visit or visits from a council officer who will confirm that the details on your application form remain unchanged. The officer will formally identify him/herself and will fully explain the procedure to you. This process must be carried out in order for your benefit to remain in payment.

**PLEASE BE AWARE THAT IF YOU DO NOT ANSWER A QUESTION THIS AUTHORITY WILL ASSUME A NEGATIVE RESPONSE.**

Your signature

Date

Your partner's Signature

Date



### 3 You and your family

Please give us details about yourself, any partner and also any children you get Child Benefit for. We use partner to mean: - a person you are married to or a person you live with as if you were married to them; or a civil partner or a person you live with as if you are civil partners. If you do not have a partner, please ignore any reference to “partner” in this form.

<b>Are you or your partner considered to be able to work?</b>	<b>You?</b>	<b>Yes</b>	<b>No</b>
<b>Your partner?</b>		<b>Yes</b>	<b>No</b>

**Disabled** – For benefit purposes, you or your partner are disabled if you get:- Attendance Allowance; Constant Attendance Allowance; Mobility Allowance; Mobility Supplement; Invalid Vehicle Scheme Payment and Severe Disablement Allowance; War Pensioners Mobility Supplement; Disability Living Allowance; Disability Working Allowance – War Pensioners Vehicle Scheme Payment; Incapacity Benefit (Long Term Rate); If you have been sick and not able to work for 52 weeks continuously and this is confirmed by medical evidence to support your claim for social security benefit or statutory sick pay.

**Children** are disabled if they get Attendance Allowance, Disability Living Allowance or Mobility Allowance.

**Students** – Most full-time students are not eligible for Housing Benefit. However, please ask your local Customer Service Centre for advice.

	You		Your partner		Child 1	Child 2	Child 3
<b>Title (Mr, Mrs, Ms. Miss)</b>							
<b>First Name</b>							
<b>Middle Name(s)</b>							
<b>Surname</b>							
<b>Are you known by any other surname?</b>							
<b>Date of Birth</b>							
<b>Marital Status</b>							
<b>National Insurance No.</b>							
<b>Do you receive Income Support?</b>	Yes	No	Yes	No			
<b>Do you get Pension Credit Guarantee?</b>							
<b>Do you get Jobseekers Allowance (Income Based)?</b>							
<b>Are you a full-time student?</b>							
<b>Are you disabled?</b>							
<b>Are you registered blind?</b>							
<b>Does anyone get Carer’s Allowance for looking after you?</b>							
<b>If you are in hospital say when you first went in?</b>							

Please tell us about other children in Section 17 (Extra notes to support your claim). Do any dependant children (up to 18 years old) have savings or investments of more than £3,000 Yes  No

#### 4 Other people living in your home

**For example, boarders, lodgers or children you don't get Child Benefit for anymore.  
IF APPLYING FOR SECOND ADULT REBATE PLEASE PROVIDE PROOF OF THEIR INCOME.  
IF YOU DO NOT THE HIGHEST BAND OF INCOME WILL BE ASSUMED.**

We have to ask these questions because we need the information to make sure that you get as much benefit as possible.

If no one else lives with you, please write "none" in this box.	
(If you are a joint tenant/owner, please advise person's name)	

If you have people living with you we need details of their gross income (before deductions) including earnings, state benefits and interest on savings. Please send us proof, for example, payslips, copy of payment book and so on.

	Person 1	Person 2	Person 3	Person 4	Boarder or sub tenant
Title (Mr, Mrs, Ms. Miss)					
First Name					
Surname					
Date of Birth					
National Insurance Number					
How are they related to you?					
Are they a member of a couple?					
Do they receive Income Support Or Job Seekers Allowance? (Income Based)					
If they are a boarder or sub tenant tell us how much rent you receive each week.					
If they work, how many hours do they work each week?					
Gross Weekly Income					
Total of other income					
Are they a student?					
Are they severally mentally impaired?					
Are they a Skill Seeker?					
Are they an Apprentice?					
Are they in Legal Custody?					

If anyone listed above has a home elsewhere, please tell us who.	
What is their home address?	

**Gross income means the amount before tax or other deductions and includes earnings, state benefits and any interest from savings. It does not include Disability Living Allowance or Attendance Allowance.**

## 5 Earnings PLEASE PROVIDE PROOF

Please fill in this section if you or your partner work, get statutory sick pay (SSP), or statutory maternity pay (SMP)

If you or your partner does not earn anything, please write "none" here.

Name and address of employer	How many hours do you work?	What is your occupation?	How often are you paid?	Do you get SSP or SMP
You			Week <input type="checkbox"/>	
			2 Weekly <input type="checkbox"/>	
			4 Weekly <input type="checkbox"/>	
			Monthly <input type="checkbox"/>	
			Other <input type="checkbox"/>	
Your partner			Week <input type="checkbox"/>	
			2 Weekly <input type="checkbox"/>	
			4 Weekly <input type="checkbox"/>	
			Monthly <input type="checkbox"/>	
			Other <input type="checkbox"/>	

If you or your partner is self-employed, then please send us a copy of your latest accounts and balance sheet. If you have been **self-employed** for less than 12 months, please fill in the box below and contact your local office immediately.

	You	Your partner
What date did you start trading?		
How much do you earn each week?	£	£
Do you get a Business Start-Up Allowance? (Please provide proof)	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
What kind of work do you do?		
What is the business address?		
Do you pay into a private pension scheme?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	How Much? <input style="width: 100px;" type="text"/>	How Much? <input style="width: 100px;" type="text"/>
	How Often? <input style="width: 100px;" type="text"/>	How Often? <input style="width: 100px;" type="text"/>

## 6 Income other than your earnings PLEASE PROVIDE PROOF

Please fill in this question about all the income you have not included in Section 5 "Earnings". In "how often is it paid?" tell us if this is every week, two weeks, four weeks, month three months or every year. Tell us if it is paid into a bank/building society account or a Post Office account. **YOU MUST GIVE US PROOF. We can photocopy your latest benefit award letter.**

Type of Income	You	Your Partner	How often is it paid?	<i>For Official Use Only</i>
Adoption Allowance				
Annuity				
Attendance Allowance				
Child Benefit				
Child Tax Credit				
Constant Attendance Allowance				
Charitable Payments				
Disability Living Allowance – Care (low)				
Disability Living Allowance – Care (middle)				
Disability Living Allowance – Care (high)				
Disability Living Allowance - Mobility				
Fostering Allowance				
Incapacity Benefit – short-term low rate				
Incapacity Benefit – short-term high rate				
Incapacity Benefit – long-term rate				
Income Support				
Industrial Injuries Benefit				
Invalid Care Allowance				
Income from Boarders				
Job Seeker's Allowance (income - based)				
Job Seeker's Allowance (contributory-based)				
One-parent benefit				
Maintenance received				
Maintenance received for children				
Maternity Benefit				
Mobility Supplement (War pension)				
Pre-1973 War Widows Pension				
Pension Credits:-				
Guarantee				
Savings Credit				
Retirement Pension				
Return to Work Credit				
Superannuation or Works Pension or any other pension				
Severe Disablement Allowance				
Student Grant (please let us have a copy of your grant award letter)				
Victoria Cross or George Cross				
Widow's Pension or Allowance				
War Widow's Pension – for all claims prior to 06/04/06				
War Disablement Pension - for all claims prior to 06/04/06				
Widowed Parents Allowance				
Working Tax Credit				

Students is this your final year of study?

Y	N
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**7 Money other than income (continued) PLEASE PROVIDE PROOF**

National Savings Certificates – please give the following information

Issue Number	The date you bought them	How Many?

**8 Money you pay out PLEASE PROVIDE PROOF**

	Amount	How often do you pay?
Do you pay towards a student grant?		
Do you pay into a pension scheme that is not paid through your employer?		

Please send us a copy of your:-

- Student’s grant award letter; and,
- Pension Benefits schedule and proof of how much you pay for example, bank statement, receipts and so on.

**Childcare Costs**

You may be entitled to more benefit if you have any children under 15 who are looked after by a registered childminder or how go to nursery, play scheme or after-school scheme. We can ignore part of your wage when we work out your benefit. This could leave you with extra money to help with the cost of childcare. Please give us the name and address in the box below.

The childminder’s registration number (this will be on your contract).

How much are your childcare costs every week for children under 15?

The name(s) of the child/children for whom you are claiming childcare costs.

## 7 Money other than income PLEASE PROVIDE PROOF

We need to know about any money you have in the bank, building society or Post Office in the UK or abroad and also any savings or investments. Tell us about ALL your bank accounts even if they do not have any money in them or are overdrawn. If you have more than three accounts, tell us about them on a separate sheet of paper.

Type of investment	You	Your partner
Do you, your partner or any children you are claiming for own or partly own any property, caravans, land or timeshare, other than the home you live in, either in the UK or abroad?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please supply the address and the valuation details	£	£
Is the property(s) for sale?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please provide date put up for sale	<input style="width: 100px; height: 20px;" type="text"/> / /	<input style="width: 100px; height: 20px;" type="text"/> / /
Bank Accounts	£	£
Building Society Accounts	£	£
Cash Savings	£	£
Income Bonds	£	£
National Savings Certificates or Premium Bonds (please say when you bought them)	£	£
Other Investments	£	£
Personal Injury Compensation payments or Redundancy Payment (please give the date you received it)	£	£
Post Office Accounts	£	£
Stocks and Shares	£	£
List names of investments and their market value below	£	£
	£	£
	£	£

Do you have a mortgage that you still have to pay on a second home? Yes  No

If "Yes", how much do you still have to pay? £  Current value of second property? £

Bank and Building Society Accounts - please give the following information

Bank of Building Society Name	Account Number

Stocks and shares - please give the following information

Name of Company	Number of Shares

**If you are a homeowner, please go straight to item 15 of the declaration.**  
**With effect from 30<sup>th</sup> April, 2006, ALL private landlords letting properties in Scotland must have applied for registration in the Register of Landlords. It is a criminal offence to let a property if it is not registered. Please provide landlord 14 digit Registration Number if known.**

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**9 Your tenancy PLEASE PROVIDE PROOF**

**Your landlord's name and address**

Is your landlord a relative of you or your partner or any of your children? Yes  No

If "Yes", how are you related? Related includes related through marriage even if the marriage has ended.

Telephone Number

Tenancy Start Date

/ /

Date you moved into the property

/ /

Tick  box if you do not know what type of tenancy you have

Does your landlord live in the property you rent?	Yes	No
Does your landlord own the property? (We may need proof.)	Yes	No
What sort of tenancy do you have:-		
Resident Landlord?	Yes	No
Housing Association?	Yes	No
Short Assured Tenancy?	Yes	No
Has your landlord registered with the Register of Landlords?	Yes	No

**10 The property you live in Please tick  the relevant boxes your answers**

We need these details so that we can work out how much benefit you can get and so that we can ask the Rent Officer to see if the rent you pay is reasonable. Do you live in a – please tick

Flat?	Maisonette?	Bungalow?	House?
Bed sit?	Room in a House?	Other? Please say what.	

Is the property – Please tick

Terrace?	Semi-detached?	Detached?	A Static Caravan?	A Touring Caravan?
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How many floors does the whole building have?

Is there a garage?

Y  N

Does your home have central heating?

Is your home furnished by your landlord?

Y  N

If "Yes" please tick

Fully	Partly?	Barely?
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Is your landlord responsible for decorating inside your home?

Y  N

## WELFARE RIGHTS SERVICE

The Welfare Rights Officer's main task is to ensure that members of the public are informed of their correct entitlement to benefit. They can also help challenge or advise on unfavourable decisions made by the Department of Work and Pensions.

### Advice, Information and Representation

The Welfare Rights Officer gives advice to members of the public on claiming benefit, including help to complete application forms. The WRO can also provide representation at Appeal Tribunals.

All services are free, impartial and confidential.

They also provide briefing sessions and talks on benefit and benefit changes for community groups.

### Contact

If you wish to arrange an individual appointment for advice on a private issue, please contact the appropriate Welfare Rights Officer for your area. (See below.)

James McCorkindale  
(Kintyre, Islay and Tarbert)  
Community Services  
Old Quay Head  
Campbeltown  
PA28 6ED.  
Tel: 01586 552659

Karen Gill  
(Cowal and Inveraray)  
Community Services  
Dolphin Hall  
Dunoon  
PA23 7DQ  
Tel: 01369 708645

Jim Prentice  
(Helensburgh and Lomond)  
Community Services  
45 West Princes Street  
Helensburgh,  
G84 8BP  
Tel: 01436 658714

Moira Baxter  
(Mid Argyll, Lorn and  
Isles)  
Community Services  
Soroba Road  
Oban  
PA34 4JA  
Tel:01631 563068

Margaret-Ann Moran  
Senior Welfare Rights Officer  
(WRO for Bute)  
Community Services  
Dolphin Hall  
Dunoon  
PA23 7DQ  
Tel: 01369 708690

You

**Income Certificate**

**You should only use this form if you cannot send us payslips.**

Please fill in your name and address opposite and get your employer to fill in the details that we ask for. When the certificate has been completed please send it back to us with your application form.	<b>Name:</b>  <b>Address:</b>
<b>Employer's Signature</b>  <b>Print Name:</b>	<b>Employer's Stamp</b>  <b>Date:</b>

To Employer: Please help the application by giving us their last five weeks' wages, if they are paid every week, or the last two months if they are paid every month. Please send this form back to employee when complete. Please tell us if they are paid every week, two weeks, four weeks or monthly

	Date	Gross Pay (before deductions)	Income Tax	National Insurance Contributions	Pension Contributions
1					
2					
3					
4					
5					

**Normal hours they work each week**

Is SSP included in any of these payments? Yes  No

If "Yes", how much? £

**Please include any overtime or bonuses**

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