



**ARGYLL AND BUTE COUNCIL**  
**Application for Housing Benefit and or Council Tax**  
**Benefit**  
**Guidance Notes for Completion and Submission of**  
**Proof Items**

To apply for Housing and Council Tax Benefit or to report a change in circumstances please visit one of our Customer Service Points located in all the main towns or call our dedicated Benefits Line on **01546 605512**.

**Your Options for completing a New Claim**

**1 E-Benefits Claim**

If you would prefer a Customer Service Agent to complete your claim form with you then you can make an appointment at your local Customer Service Point. The Customer Service Agent will take you through an E-benefits claim on the system and complete your form with you. Please visit your Local Customer Service Point to make an appointment or call the Customer Service Centre **Benefits Enquiry Line on 01546 605512**. If you take the necessary documentary evidence to your appointment then your claim can be processed and benefit awarded quickly. A list of typical verification documents is below.

**2 Manual Claim Form**

Complete this form and take it to your local Customer Service Point with all of the documents that you will need to verify your claim. A Customer Service Agent will check your claim and evidence and assist you in completing your application or advise you if there is any further information that you need to provide before your claim can be processed.

**Reporting a Change in Circumstances to us**

If you are already in receipt of Housing or Council Tax Benefit it is **VERY important** that you report any change in your circumstances immediately. Reporting any change quickly will ensure you receive the correct benefit award and that any overpayment of benefit is minimised. Please note we will recover overpayments of Housing or Council Tax Benefit. **To intimate a change of circumstances that may affect your existing claim please visit your local Customer Service Point or call our Customer Service Centre Benefits Enquiry Line on 01546 605512.**

**TYPICAL ITEMS OF EVIDENCE REQUIRED IN SUPPORT OF CLAIMS**

Below is a table listing typical items of evidence that are required in support of your claim. It would be helpful if you could bring as much of this documentation with your application to your Local Customer Service Point to allow your claim to be processed quickly.

Bring in as much verification as possible to the Local Customer Service Point either with your manual claim form, or, in preparation for your appointment to go through an E-benefits claim. If visiting the Local Customer Service Point is difficult please call our **Benefits Enquiry Line for advice on 01546 605512**.

**TYPICAL ITEMS OF EVIDENCE REQUIRED IN SUPPORT OF CLAIMS – Contd.**

**We must see original documents only as copies cannot be accepted.** We will not be able to pay you any benefit until you give us the proof we ask for. We need the same proof for your partner, if you have one. Once you make the claim you have 1 calendar month to provide us with everything we ask for. If you do not supply all information within this time your claim will be disregarded and you will need to reapply. Benefit is only paid from the Monday following application therefore by not supplying information you could miss out on benefit.

However – **Do not wait for the month** – give us the information as soon as possible to expedite your claim.

<b>WE NEED PROOF OF;</b>	<b>EVIDENCE</b>
<b>IDENTITY</b>	We need to see <b>2 different types</b> of these documents for both you and your partner:- Benefit Award Letters, Birth Certificate, Marriage Certificate, Valid Passport, EEC Identity Card, Medical Card, UK Residence Permit or Driving Licence. Recent phone, gas or electricity bills.
<b>NATIONAL INSURANCE NUMBER</b>	Confirmation of the National Insurance Number allocated to you and your partner:- This will be shown on Payslips, Benefit Award Letters, NI number card or Benefit Payment Book.
<b>SAVINGS, CAPITAL, INVESTMENTS</b>	Bank, Building Society or Post Office Books, Certificates for Premium Bonds, details of any Land or Property, National Savings Certificates, ISAs, Stocks, Shares, Unit Trusts and Bank Statements <b>covering the last two months. Your bank books and statements should show the up to date balance.</b>
<b>EARNINGS</b>	The <b>last 5 payslips</b> for both you and your partner, if you are paid weekly, <b>last 3 payslips</b> if you are paid fortnightly or <b>last 2 payslips</b> if you are paid monthly. If you don't have payslips complete and return the Income Certificate Section found on Page 17 and 18 of this form.
<b>STATE BENEFITS, ALLOWANCES OR PENSIONS</b>	Benefits Order Book, Letter of Award or your last 2 Bank Statements showing how much you are getting. If you do not have proof, let us know straight away. <b>Do not send</b> Order Books through the post.
<b>OTHER INCOME INCLUDING TAX CREDITS</b>	If you receive a Pension from a Former Employer or from a Private Source, please provide your <b>last 2 Pension Slips</b> or <b>last 2 Bank Statements</b> showing how much you are paid. If you receive maintenance payments you must provide proof of this payment. If you receive Working Tax Credit or Child Tax Credit we must see the letter of award.
<b>RENT TO PRIVATE LANDLORD AND TENANCY DETAILS</b>	A Tenancy Agreement, Rent Book, Rent Receipts or a Letter signed by your Landlord.
<b>OTHER MONEY PAID OUT</b>	Student Grant Letter of Award or Parental Contribution Agreements.

**If applying for Council Tax Benefit – Ensure you are also receiving any discount you are due.**

The basic level of Council Tax for each property is based on 2 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. Not all resident adults are counted for council tax purposes, e.g. The severely-mentally impaired; youth trainees; students; student nurses; apprentices; people who receive long-term residential care; people in detention.

**LOCAL CUSTOMER SERVICE POINTS**

Customer Service Point  
Burnet Building  
St John Street  
**CAMPBELTOWN**  
**PA28 6BJ**

Customer Service Point  
Mount Pleasant Road  
**ROTHESAY**  
**PA20 9HQ**

Customer Service Point  
Lorne House  
Albany Street  
**OBAN**  
**PA34 4AR**

Customer Service Point  
Jamieson Street  
**ISLAY**  
**PA43 7HP**

Customer Service Point  
45 West Princes Street  
**HELENSBURGH**  
**G84 8BP**

Customer Service Point  
Dalriada House  
Colchester Square  
**LOCHGILPHEAD**  
**PA31 8ST**

Customer Service Point  
Hill Street  
**DUNOON**  
**PA23 7AP**

**Do not send valuable items like Pension Books through the post.** If you take them to your nearest Customer Service Point we will copy and return them to you straight away.

## **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 Welfare Rights Officer 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

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

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

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

**Argyll and Bute Council - Income Certificate – for Claimant**

**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>Employer's Stamp</b>
<b>Print Name:</b>	<b>Date:</b>

To Employer: Please help the persons application by giving us their last five weeks' wages, if they are paid weekly, or the last two months if they are paid monthly. Please give this form back to the employee when complete.

	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**

**Argyll and Bute Council- Income Certificate - Your Partner**

**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>Employer's Stamp</b>
<b>Print Name:</b>	<b>Date:</b>

To Employer: Please help the persons application by giving us their last five weeks' wages, if they are paid weekly, or the last two months if they are paid monthly. Please give this form back to employee when complete.

	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**



# Argyll & Bute Council

## Application Form for Housing Benefit and or Council Tax Benefit

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

### 1 Your nationality

Have you come to live in the United Kingdom in the past five years? If "Yes" please answer the following questions.	<b>Yes</b>	<b>No</b>
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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 your 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?
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?						<b>Yes/No</b>
Were you an owner/occupier at this address?						<b>Yes/No</b>

### 3 You and your family

Please give us details about yourself, any partner and also any children you get Child Benefit for. Partner may mean: - a person you are married to or a person you live with as if you were married to them; 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 or Working Allowance; War Pensioners Vehicle Scheme Payment; Incapacity Benefit (Long Term Rate).

**Children** are disabled if they get 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
Title (Mr, Mrs, Ms, Miss)							
First Name							
Middle Name(s)							
Surname							
Are you known by any other surname?							
Date of Birth							
Marital Status							
National Insurance No.							
Do you receive Income Support?	Yes	No	Yes	No			
Do you get Pension Credit Guarantee?							
Do you get Jobseekers Allowance (Income Based)?							
Are you a full-time student?							
Are you disabled?							
Are you registered blind?							
Does anyone get Carer's Allowance for looking after you?							
Are you in hospital? If yes when were you admitted?							

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

Are you a Care Leaver under the age of 22? Yes  No

**4 Other people living in your home**

For example, boarders, lodgers or children you don't get Child Benefit for.

**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 provide proof, for example, payslips, copy of payment book. **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.**

	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					
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?					

## 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 do not earn anything, please write "none" here and proceed To section 6.

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
<b>You:-</b>			Week <input type="checkbox"/>	
			2 Weekly <input type="checkbox"/>	
			4 Weekly <input type="checkbox"/>	
			Monthly <input type="checkbox"/>	
			Other <input type="checkbox"/>	
<b>Your partner :-</b>			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 are self-employed, then please provide us with 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 Customer Service Point as soon as possible

	You	Your partner
What date did you start trading?		
How much do you earn each week?	£	£
Did 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 type="text"/>	How Much? <input type="text"/>
	How Often? <input type="text"/>	How Often? <input 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, monthly, quarterly or every year. Tell us if it is paid into a bank/building society account or a Post Office account.

Type of Income	You	Your Partner	How often is it paid?	Bank account or other details
Adoption Allowance				
Annuity				
Attendance Allowance				
Child Benefit				
Child Tax Credit				
Constant Attendance Allowance				
Disability Living Allowance – Care (low)				
Disability Living Allowance – Care (middle)				
Disability Living Allowance – Care (high)				
Disability Living Allowance - Mobility				
ESA – Employment and Support Allowance – <b>Income Related</b>				
ESA – Employment and Support Allowance – <b>Contribution Related</b>				
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)				
Lone-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

**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 type="text" value=" / /"/>	<input type="text" value=" / /"/>
Bank Accounts	£	£
Building Society Accounts	£	£
Cash Savings	£	£
Income Bonds	£	£
National Savings Cert or Premium Bonds ( state purchase date)	£	£
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 separately	£	£
	£	£
	£	£

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 and how often?

Current value of second property?

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

For Bank or Building Society Accounts, Stock and Shares or National Savings Certificates – please give the following information

Name of Bank or Building Society and Account Number or Issue Number of National Savings Certificate or Name of company shares held in	Date Purchased if applicable	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 provide us with a copy of your:-

- Student’s grant award letter; and,
- Pension Benefits schedule and proof of how much you pay for example, A bank statement showing the payment.

**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 who 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 of the carer or organisation 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.

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 be on the Register of Landlords. It is a criminal offence to let a property if not registered.

Please provide landlord 14 digit Registration Number if known.

/ / / / / / / / / / / / / / / /

**9 Your tenancy PLEASE PROVIDE PROOF**

Your landlord's name and address

[Empty box for landlord name and address]

Telephone Number

[Empty box for telephone number]

Tenancy Start Date

/ /

Date you moved into the property

/ /

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

[Empty box for tenancy type]

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.

[Empty box for relationship details]

Does your landlord live in the property you rent?	Yes	No
Does your landlord own the property? (We may need proof.)	Yes	No
Is your landlord a Private Landlord?	Yes	No
Is your landlord a Housing Association?	Yes	No
Is your lease a 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**

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. You live in a – please tick  the appropriate box.

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

Is the property – Please tick

Terraced	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?

Does your home have central heating?

Yes  No

Is your home furnished by your landlord?

Y  N

If "Yes" please tick

Fully  Partly

Is your landlord responsible for decorating inside your home?

Y  N

## 10 The property you live in (continued)

Please fill in this table and tell us the number of rooms in your home 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 do you pay your rent? Please tick ✓ the appropriate box.

<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 – 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 ✓	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 ✓ the appropriate box.

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 provide 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 provide proof that you are occupying the property e.g. a utility bill or council tax bill.

**Sharing information with your landlord**

Sharing information with your landlord can help us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of a delay with your claim. Under the Data Protection Act we need permission to share information with your landlord. This could be related to:-

- Whether or not you have claimed or renewed your claim for Housing Benefit
- 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, what that information is.

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

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

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. We can ask your landlord for **this type of information** without your permission. However, unless you give us permission, by signing this form, we will not discuss anything else with your landlord.

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 **do 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

  
  

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 Point for advice (details are on 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"/>

Signature(s) of Account Holders

Date  /  /

If you experience difficulty in managing your rent payments please contact your local Customer Service Point 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 that:-

- 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 payment 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, 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 this 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

## 16 Data Protection

The information given in this application will be treated in confidence and will not be disclosed to any third parties, except where permitted by law or where consent has been received. However, information may be shared amongst other departments of Argyll and Bute Council.

The information will be held on our computer systems and in structured manual files and may be used in the following ways:-

- For the assessment of your eligibility for Housing/Council Tax Benefit.
- Shared information for the collection of Council Tax Arrears.
- Information about Landlords will be shared with other council departments for Landlord Registration purposes.

The uses of your personal information are covered by our registration under the Data Protection Act 1998. Under the terms of the Act, you have the right to obtain a copy of the information we hold about you, however, an appropriate fee will be payable. Should you wish to exercise this right, your request must be made in writing to the Data Protection Officer, Kilmory, Lochgilphead, PA31 8RT and must be accompanied by the appropriate fee.

### **If someone else has filled in this form for you.**

This section must be completed if someone else filled in this form for you. This includes an agent, appointee, relative or friend.

Name of the person that filled in the form (Print)	
Their Signature	
Their relationship to you and the reason why they filled in this form on your behalf	

**PLEASE REMEMBER THAT IF YOU DO NOT GIVE US ANY OF THE INFORMATION OR EVIDENCE THAT WE ASK FOR ON THIS FORM WE WILL NOT BE ABLE TO CALCULATE YOUR BENEFIT.**

## 17 Extra notes to support your claim

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## Checklist of documents provided to support your claim

Please tell us what proof you are providing 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, and for any other adults living in your home.**

If you cannot provide 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. 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.

On the sheet entitled **Typical Items of Evidence Required in Support of Claims** you will find what we can accept in each category.

**Please indicate here what you have provided to us.**

### Proof of Rent

List what you have provided here

### Proof of Identity

List what you have provided here

### Proof of Capital, Savings and Investments

List what you have provided here

### Proof of Earnings

List what you have provided here

### Proof of Other Income

List what you have provided here

### Proof of Benefits, Allowances or Pensions

List what you have provided here

### Proof of other Money Paid out

List what you have provided here

**If you need help remember you can call the following numbers**

**Customer Service Centre Telephone Numbers:-**

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

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

**To Make a Payment: - Tel. (01546) 605515**

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Ma tha sibh ag iarraidh an sgrìobhainn seo ann an cànan no riochd eile, no ma tha sibh a' feumachdainn seirbheis eadar, feuch gun leig sibh fios thugainn.

Gaelic

Jezeli chcieliby Państwo otrzymaO ten dokument w innym języku lub w innym formacie albo jeeli potrzebna jest pomoc Uumacza, to prosimy o kontakt z nami.

Polish

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

Hindi

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Urdu

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Punjabi

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Cantonese

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Information is available in large print, audio tape and Braille formats. Typetalk calls welcome.