Application form for
Housing Benefit
Local Housing Allowance
Council Tax Reduction Scheme
Second Adult Rebate



Name: Address:	Address you are claiming benefit for: ———————————————————————————————————
Postcode: Telephone Number:	
one month of returning this form.We usually award benefit from the Month	use pencil. ossible to avoid losing benefit. , you can send the proof later, as long as you do so within
If you are just claiming Second Adult Rebate, only About your home – complete these details	fill in part 1, part 3, part 17 and part 18 of this form.
(Tick every box which applies to you.) Do you: Rent from a private landlord? Rent from a housing association?	Own your home? Live in a hostel? Other (please give details)
Jointly own or rent your home with anyone apart from your partner? (Please name them.) When did you move into this address?	Please give the name of the joint owner or tenant. / / /
If you have not moved in yet, tell us when you exped	ct to move / /
For office use only – do not complete these	e details
Claim Number : Date Issued: Issued By: Council Tax Account Number:	DATE STAMP

Notes for filling in the claim form

About Housing Benefit and Council Tax Reduction Scheme

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 children's play areas and cleaning shared areas (only if this is included in your rent charge). Council Tax Reduction Scheme can pay all or part of your Council Tax liability. It cannot help with charges for water and sewerage set by Scottish Water.

Second Adult Rebate

Second Adult Rebate is Council Tax Reduction for people who may not have a partner but who share their home with someone who:

- is 18 or over;
- is on a low income, and
- does 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.

We need proof

We need to see proof of some of the things you write about on this form.

There is a checklist in part 21 on page 33 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 have asked for.

Filling in the form

- If you have a sight difficulty and want this information in another format, please contact your local service point.
- 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 \forall in the relevant box. If you are picking an answer from a list of answers, tick \forall the appropriate box again.
- If someone else fills in the form for you there is a special space for them to sign (see part 18 on page 27). If English is not your first language and you need help filling the form, we may be able to help you. Please contact your local service point.
- If you need any help, contact your local service point listed on page 4 of this form.

What to do next

When you have filled in the form, sign it and send it to us with the proof we need to see. Or you can take the form and proof to your local service point. Do not send valuable items such as benefit books, bank books or passports in the post. Bring them to your local service point and we will get the information we need and give them back to you. If you cannot get the proof we need straight away, do not worry. Send the form to us (without the proof) and let us know that you will be sending proof later. If you do not send us the form straight away, you may lose money.

When we usually pay benefit from

If this is your first claim, we will usually pay your benefit from the Monday after we get your form.

How to contact us

Please see the list on page 4 of this form.

Changes you must tell us about

The rules for Housing Benefit and Council Tax Reduction are different from the rules for other benefits and credits. You must tell us straight away (by us we mean the Housing Benefit / Council Tax Reduction Service) if:

- people move into or out of your home, such as a partner, children, relatives or other adults;
- any income goes up or down (this includes your income, your partner's income, or the income of anyone else living with you);
- your tax credit changes;
- the savings or investments of anyone in the household go up or down;
- you or anyone living with you becomes a student, stops being a student, goes on a Youth Training Scheme, goes into hospital or a nursing home, goes into prison or gets or changes or leaves a job;
- you or your partner give birth or any of your children leave school;
- your rent changes (this includes changes to the total amount of rent your landlord asks you to pay, any charges for things like services and fuel, water rates, heating, lighting, hot water, cooking and any meals);
- you move house;
- you, your partner or any non-dependants are going to be away from home for more than 4 weeks;
- you receive any decision from the Home Office;
- you or anyone in your home stops getting benefits from the Jobcentre Plus or the Pension Service or;
- anything else happens that might affect your benefit entitlement.

You must tell us about anything you think might affect your Housing Benefit and Council Tax Reduction. Please write to, phone or visit us at your local Customer Service Point (CSP, as detailed on page 4). Remember you must also provide the evidence of the change (date of change, payslips, written proof of change of address, benefit award letters and so on). We need to know within one month about any change that would increase your benefit. If you tell us later, we will only increase your benefit from the Monday after the date you told us.

We will always take into account changes that reduce your benefit from the date the change happened, not when you tell us about the change. If we pay you too much benefit because you do not tell us about the change on time, we will normally ask you to repay the money or we will take it from future benefit payments.

It is an offence not to tell us about any change of circumstances that affects your benefit. We may take court action against you.

How we collect and use information

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

Full details of who we will share your information with and the legal basis for us to process your information is included on our privacy notice in Part 20 of this form.

Council staff at the local customer service points listed below can give you help and information about your benefit claim and the benefits scheme in general.

Visit us at:	Opening hours: 9am to 12noon
Customer Service Point	Customer Service Point
Burnet Building	37 Victoria Street
St John Street	ROTHESAY
CAMPBELTOWN	PA20 0AN
PA28 6BJ	
Customer Service Point	Customer Service Point
Municipal Buildings	Jamieson Street
Albany Street	Bowmore
OBAN	ISLAY
PA34 4AW	PA43 7HP
Customer Service Point	Customer Service Point
The Helensburgh and Lomond Civic Centre	1A Manse Brae,
38 East Clyde Street	LOCHGILPHEAD
HELENSBURGH	PA31 8RD
G84 7PG	
Customer Service Point	Customer Service Point
Hill Street	Breadalbane Street
DUNOON	Tobermory
PA23 7AP	ISLE OF MULL
	PA75 6PX
Customer Service Point	Customer Service Point
The Business Centre	Scalasaig
Crossapol	ISLE OF COLONSAY
ISLE OF TIREE	PA61 7YP
PA77 6UP Opening hours: 1.30pm to 4.15pm	n

Phone us on:

Customer Service Centre Telephone Numbers:

For Benefits Enquiries - 01546 605512

For Council Tax Enquires – 01546 605511

To Make a Payment - 01546 605515

Email us at:

enquiries@argyll-bute.gov.uk

Where to go for help and advice (continued)

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.

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

All services are free, impartial and confidential.

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

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

Welfare Rights Officer	
Helensburgh and Lomond	
Community Services	
The Helensburgh and Lomond Civic Centre	
38 East Clyde Street	
HELENSBURGH	
G84 7PG	
Telephone – 01546 605517	
Welfare Rights Officer	
Cowal	
Community Services	
Dolphin Hall	
Dunoon	
PA23 8DQ	
Telephone – 01546 605517	
Senior Welfare Rights Officer	
Bute	
Community Services	
Dolphin Hall	
Dunoon	
PA23 8DQ	
Telephone – 01546 605517	

For help with your reading and writing skills

For local help with your reading and writing skills contact Big Plus and Adult Learning on 01436 658731.

Part 1 About you and your partner

If you have a partner, you must answer all the questions about them, as well as yourself.

	You	Your partner
Surname		
First name		
Title (Mr, Mrs, Ms, Other)		
Any other names you have used		
Date of Birth	/ /	/ /
National Insurance Number		
	f you do not have a National Insurance number, or cannot find it, tick this box	If you do not have a National Insurance number, or cannot find it, tick this box
Your daytime phone numb	er	
Your mobile phone numbe	r	
Your e-mail address		
We need to see proof of y	our identity and National Insurance Numbe	r. See the checklist at part 21 on page 33.
If you have moved home in the last 12 months, tell us your last address.		
	Postcode	Postcode
Did you get Housing Benefit or Council Tax	No	No
Reduction there?	Yes When did you claim?	Yes When did you claim?
	/ /	/ /
Were you the home owner, a tenant or a boarder at this address?		
If you were the owner of this	address please provide evidence of the proceeds from	m the sale of this property e.g. a solicitor's letter
Have you or your partner come to live in the	No	No
United Kingdom in the last two years?	Yes	Yes

Part 1 About you and your partner (continued) You Your partner If you are not British, on / what date did you last The UK is England, Northern Ireland, Scotland and Wales enter and apply to stay in the UK? Yes Are you or your partner in No Yes No Please tell us about it below Please tell us about it below hospital at the moment? When did you or your partner go into hospital? Does anyone get Carer's No No Allowance for looking Yes We will write to you about this Yes We will write to you about this after you or your partner? Have you or your partner No No been told that you are We need to see proof of this We need to see proof of this Yes Yes entitled to Carer's Allowance, even if you do not receive it because you are getting another benefit instead? Do you or your partner No No have a carer who lives We will write to you about this We will write to you about this Yes somewhere else, but provides care overnight in your home? Do you or your partner No Yes Yes | have a vehicle from a mobility scheme? Are you or your partner a No No Tell us if this if full or part time Tell us if this if full or part time student? By student we Yes mean anyone who is on a Part time Part time course of study at an Full time Full time educational establishment? If you or your partner get a bursary, grant or student loan we need to see proof of this. Please tick if you or your partner are: severely mentally an apprentice severely mentally an apprentice impared impared long-term sick on youth training long-term sick on youth training or disabled or disabled in legal custody in legal custody a carer a carer registered blind registered blind

Part 2 About children

The child's relationship

to you

We need to know about any children in your household who:

- are under 16 and you receive Child Benefit for; or
- are 16, 17 or 18 and in education doing a course not higher than SVQ, GCE A-level, SCE Higher level or GNVQ (advanced).

or GNVQ (advanced).			
Are there any children in your household as described above?	No Go to part 3. Yes If there are more than 3 children, fill in part 17 on page 26 to tell us all the information we ask for on this page.			
Ve must see evidence of everyth	ning you have listed in this pa	rt before we can decide how mu	ch benefit you can get.	
	First child	Second child	Third child	
	First Clillu	Second Child	Tillia cillia	
Surname				
First name				
Date of Birth	/ /	/ /	/ /	

The child's relationship to your partner

Usual address, if different from yours

Child Benefit number

Who gets the Child
Benefit for them? We
need to see proof of this.

Is the child registered No No No Blind? We need to see We need to see We need to see Yes [proof of this proof of this proof of this Does the child get No **Disability Living** Yes [**Allowance or Personal Independence Payment?**

Part 3 About other people who live with you Do any adults usually live No [Go to part 4. with you and your partner? Yes Give details below. By adults we mean people over 16 that nobody gets Child Benefit for. Now tell us about all the people who usually live with you and your partner. If you want to tell us about more than 3 people, fill in part 17 on page 26. We must see evidence of everything you have listed in this part before we can decide how much benefit you can get. Read the checklist at part 21 on page 33 to see what you can use as evidence. Are any of the people No who normally live with you married to each Yes Tell us their names below. other or living together is the as if they were married? partner of is the partner of Second person Third person First person Surname First name **Date of Birth National Insurance** number Their relationship to you or your partner aunt, brother, daughter, father, grandson, grandmother, stepdaughter, joint tenant, joint owner, Some examples are subtenant, lodger, boarder or friend. No Do they get Income Support, Yes [**Income-based Jobseekers** Allowance, Pension Credit or **Income Related Employment** & Support Allowance? No No Do they get Disability How much? How much? How much? **Living Allowance, Personal** Yes **Independance Payment or** Attendance Allowance? £ £ £ a week a week a week No No No Are they registered blind? Yes Yes Yes Are they a full-time No No student, a student nurse, No a care worker, an Yes Tell us which Yes Tell us which Yes Tell us which apprentice or on youth training?

No

Yes

£

How much?

a **week**

Do they pay rent or

money for board and

lodgings to you or your

No

Yes

£

How much?

a **week**

No

Yes

£

How much?

a week

Part 3 About other people who live with you (continued)				
	First person	Second person	Third person	
Are they severely mentally impaired?	No Yes	No Yes	No Yes	
Are they in legal custody at the moment?	No Yes When are they expected to come out?	No Yes When are they expected to come out?	No When are they expected to come out?	
Are they in hospital at the moment?	No Please tell us about it below.	No Please tell us about it below.	No Please tell us about it below.	
When did they go in?	/ /	/ /	/ /	
Do they normally work for 16 hours or more a week?	No Tell us their earnings before any deductions	No Yes Tell us their earnings before any deductions	No Tell us their earnings before any deductions	
	£ a week	£ a week	£ a week	
Number of hours worked?				
Do they have any other income at all? Make sure you tell us about all other income they have.	No Please tell us about it below.	No Please tell us about it below.	No Please tell us about it below	
This includes any benefits o	r allowances you have not told us	about on this form and interest from	m savings and investments.	
Name of first other income				
How much is it before deductions?	£ a week	£ a week	£ a week	
2. Name of second other income				

a **week**

a **week**

£

£

a \mathbf{week}

a **week**

£

£

How much is it before

How much is it before

deductions?

deductions?

3. Name of third other income

£

£

a \mathbf{week}

a week

Part 4 About b	peing self employed	
Are you or your partner self-employed?	only recently set up the bu	his page. ding accounts for the last financial year. If you have usiness and do not have a full year's accounts, we vidence of your income. We will write to you about
We must see evidence	of everything you have listed in this part be	fore we can decide how much benefit
you can get. Read the	checklist at part 21 on page 33 to see what	you can use as evidence.
What kind of work do you do?	You	Your partner
When did the business start?	/ /	/ /
What is the business address?		
	Postcode	Postcode
Do you have any business partners?	No Tell us their names and addresses.	No Yes Tell us their names and addresses.
	Postcode	Postcode
How many hours a week do you usually work?		
Do you get a Business Start-up Allowance or New Deal payment?	No Yes How much and how often? £ every	No Yes How much and how often? £ every
Do you pay into a private pension scheme?	P No	No Pres How much and how often?

£

every

£

every

Part 5 About v	vorking for an	епіріоуеі		
Do you or your partner work for an employer?	No No Yes If you ar	Go to part 6. Answer the questions o If you work for more the on page 26. e sending a separate she	an one employer, te	ll us about them by filling in part 17
We must see evidence of e				w much benefit you can get.
	You		Your pa	rtner
What kind of work do you do?				
What is your employer's name, address and phone number?				
		Postcode		Postcode
	Phone		Phone	
When did you start this job?		/ /		/ /
What is your payroll, employee or staff numbe	er?			
Are you employed for a limited period?	No Yes When w	vill you finish?	No Yes W	hen will you finish?
		/ /		1 1
How often do you get paid?	Every		Every	
How much do you get pa before tax and National	id	£		£
Insurance are taken off?				
How are you paid, for example, in cash, by cheque or straight into a bank or building				
society account?				
When was your last pay rise?		/ /		/ /
When will your next pay rise be?		/ /		/ /
How many hours a week do you usually work?				
Give details of any regular overtime, bonuses or commission.	£	every	£	every
Are you getting Statutory Sick Pay (SSP), Statutory Paternity Pay (SPP), Adoption Pay or Statutory Maternity Pay (SMP) from	No Yes When	did this start?	No Yes	When did this start?

your employer at the moment?

	You	Your partner
Are you getting any other sick pay or maternity pay from your employer at the moment?	No Yes How much and how often? f every	No Yes How much and how often? f every
When did this start? Do you pay into a private or company pension scheme?	/ / No How much and how often? f every	/ / No Yes How much and how often? f every
Part 6 About	t any other work	
Do you or your partner do any other work at all? This could be voluntary work or any other work, even if it is not paid work.	No Go to part 7. Yes Answer the questions on this page.	
	everything you have listed in this part before very part 21 on page 33 to see what you can use as	
	You	Your partner
What other work do you do?		
What is the name and address of the person you do this work for?	Postcode	Postcode
When did you start this		
work? How many hours a week	, ,	, ,
do you usually work?		
Do you get paid? If you only get expenses or tips, still tick Yes and give details.	No L	No L Yes Tell us about it below.
How much do you get before any deductions?	£	£
How often are you paid?	Every	Every

About working for an employer (continued)

Part 5

Part 7 About Income Support, Income-Based Jobseeker's Allowance, Income-Related Employment & Support Allowance and Pension Credit

Are you or your partner getting or waiting to hear about a claim for Income Support, Income-based Jobseeker's Allowance, Income-related Employmer & Support Allowance or Pension Credit?	No Go to part 8. Yes Answer both the questions in the	nis part.
Are you or your partner	You No 🗆	Your partner
actually getting Income Support, Income-based Jobseeker's Allowance, Income-related Employment & Support	Yes Please name the benefit or pension.	Yes Please name the benefit or pension.
Allowance or Pension Credit? When did you start getting it?	/ /	/ /
Are you or your partner still waiting to hear about a claim for Income Support, Income-based	No Please name the benefit or pension.	No Yes Please name the benefit or pension.
Jobseeker's Allowance, Income-related Employment & Support Allowance or Pension Credit?		
When did you claim?	/ /	/ /

Part 8 About any other benefits and p	oensions	you receive		
Are you or your partner getting any benefits or waiting to hear about benefits you have claimed? No Go to part Yes Tell us abo		its on this page.		
We must see evidence of everything you have listed in get. Read the checklist at part 21 on page 33 to see wh	-		v much benefit you can	
Read the list of benefits below and tell us about any you or yo	our partner a	re getting now or have clai	med.	
	Y	′ou	Your partner	
	Waiting to hear		Waiting to hear	
Attendance Allowance	<u>√</u>	How much How often	V How much ☐ £	How often
Bereavement Allowance		£	f	
Carer's Allowance	<u></u>	£		
Who do you care for?				
Child Benefit		£		
Child Tax Credit		£	f	
Disability Living Allowance – care component		£	f	
Disability Living Allowance – mobility component		£	f	
Employment and Support Allowance – contribution based		£	f	
Fostering Allowance		£		
Guardian's Allowance		£		
Incapacity Benefit		£		
Industrial Injuries Disablement Benefit		£		
Jobseeker's Allowance – contribution based		£		
Maternity Allowance		£	f	
New Deal 'top up' payment		£		

Pension 1	You	Your partner	
What is the name of the company paying the pension?			
When did this pension start?	/ /	/ /	
How much do you get?	f	£	
How often?	Every	Every	
Pension 2			
What is the name of the company paying the pension?			
When did this pension start?	/ /	/ /	
How much do you get?	£	£	
How often?	Every	Every	

Section B

Do you or your partner, or any children you are claiming for, have any money coming in that you have not already told us about on this form? This includes maintenance or Child Support, any cash payments from boarders, lodgers or sub tenants, and any other source of income.

No	Go to part 10.
Yes	Answer the questions on this page

$\overline{}$	н							
U	Н	he	r	m	O	n	e١	J

What is the money for?							
Who gets it?							
How much do they get?	£			How often?	Every		
When did this income start?		/	1	When is the income likely to go up?	/	/	

Part 10 About bank accounts, savings, investments and property 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. You must provide your statements for the last two months. Do you or your partner No Go to part 11. Answer the questions on this page. have any savings, bank Yes [accounts, investments or property in the UK or abroad? We must see evidence of everything you have listed in this part before we can decide how much benefit you can get. Read the checklist at part 21 on page 33 to see what you can use as evidence. Do you have any of the following? ___ If 'Yes', answer the questions below. **Bank accounts** Name of the bank Money in a bank account Whose name is the account in? £ £ £ No Yes If 'Yes', answer the questions below. **Building society** accounts Money in a building society Name of the building society Whose name is the account in? £ £ £ If 'Yes', answer the questions below. **Post Office** accounts Money in a post office a/c Type of post office account Whose name is the account in? £ £ **Premium Bonds** No Value Yes No Yes If 'Yes', answer the questions below. Do you or your partner have any National **Savings Certificates?** Value Issue number How many? £ £ Do you or your partner No Yes If 'Yes', answer the questions below. have any stocks, shares

Value Issue number How many?

£

£

or unit trusts?

Part 10 About bank ac	ccounts, savings, investi	ments and property (cor	itinuea)			
Do you or your partner have any other savings or investments?	No Yes					
For example, cash, PEPs, ISAs, Income Bonds, compensation or any other money you have not told us about on this form.	Tell us about this.					
Do you or your partner own or partly own any property, land or timeshare, other than the home you live in either in	timeshare. Please	u have a mortgage or loan for the write the address in the box be ately about this property.				
the UK or abroad?						
		Post	code			
		\neg				
How much is it worth?	£					
If you have a mortgage		\neg				
or loan for this, how	£					
much is left to repay?						
Do you sub-let this property?	No Yes If 'Yes' how much income do you receive from this monthly					
	£					
Do any children you are claiming for: own property or land in	No Please tell us about it below					
this country, or have any money or property held in trust?	Tell us about this.					
Part 11 About mone	y you pay out					
Do you or your partner pay out money from your own income for childminding costs for a child to attend a registered	No Go to part 11 ove Yes Answer the quest					
childminder, a nursery or an afterschool club?	First child	Second child	Third child			
	Tell us the name and registration number of the minder.	Tell us the name and registration number of the the minder.	Tell us the name and registration number of the minder.			
	How much to you pay?	How much do you pay?	How much do you pay?			
	£ every	£ every	£ every			

We need to see evidence.

We need to see evidence.

We need to see evidence.

Your partner Do you or your partner You pay towards the upkeep of a student? No How much do you pay? How much do you pay? £ £ How often? How often? Every Every We need to see evidence. We need to see evidence. Part 12 About rent Do you pay rent for your No Go to part 15. home? Tick Yes if you Answer the next question. would pay rent but you already get Housing Benefit. We must see evidence of everything you have listed in this part before we can decide how much benefit you can get. Read the checklist at part 21 on page 33 to see what you can supply as evidence. What is your landlord's full name and business address? By landlord we mean the person or Postcode 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 Postcode or organisation you actually pay rent to. Are you, your partner, or No What is your relationship? any of your or your Yes partner's children related to your landlord or agent or to your landlords partner or the agent's partner? No Is your landlord a former partner? (If you answer Yes we may need to write to you for further information). Yes Related includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter. When did you start / renting your home? When did you move into this address? If you have not moved in Tell us why you have not moved in. yet, tell us when you / / expect to move.

Part 11

About money you pay out

Part 12 About rent (continued)

What sort of tenancy do you have?							
•	red, tied rent or something like this.						
How long is the tenancy for?	/ / to /						
How much rent do you pay and how often?	f every every every week, two weeks, four weeks or month.						
Does anyone else share the rent with you and your partner?	No Yes Tell us their name and their relationship to you and your partner.						
How much of the rent does the joint tenant pay?	f every every week, two weeks, four weeks or month.						
Has your rent changed in the last 12 months?	No Send us evidence.						
When is the next rent increase due?	/ /						
Do you have any weeks when you do not have to pay rent?	No						
Are you behind with your rent?	No By how many weeks?						
When you moved into your home could you afford the rent?	No Yes						
Who has to pay the Council Tax bill for your home? Tick the box that applies.	You or your partner Your landlord Someone else Tell us who receives the Council Tax Notice?						
Does your rent include mon Meals	ey for the following? No						
	Yes How much?						
	For which meals? Please tick. Breakfast Lunch Evening meal						
Heating	No Yes How much? £ every						
Lighting	No How much? £ every						
Hot water	No How much? £ every						
Fuel for cooking	No						

Part 12 About rer	nt (continued)		
Laundry	No How much?	£	every
Cleaning rooms or windows	No How much?	£	every
Gardening	No How much?	£	every
Garage or parking space	No How much?	£	every
	Do you have to rent the gara	ge as part of your tenancy	agreement? No Yes
Personal care and support	No Yes How much?	£	every
	rges separate from your rent: , general counselling or suppo		
	No L Yes How much?	£	every
	What for?		
Part 13 About wh	ere you live		
What sort of building do you live in? Tick one box only.	Detached house Semi-detached house	Flat in a house	Board and lodgings Hotel
	Terraced house	Flat over a shop	Residential nursing home
	Maisonette	Bedsit or rooms	Residential care home
	Bungalow	Caravan, mobile home	e Hostel
	Other	or houseboat	
Is there more than one floor?	No Yes How many floors	are there? Wh	at is your flat position?
Do you and your household live in only part of the building you have ticked?	No Yes Where in the build	ding do you live? Fron	nt Middle Back

Part 13 About where you live (continued)

How many rooms are there in the building?	In the whol	le building	Just for you and your household	That you share with other people
Living rooms				
Bedsitting rooms				
Bedrooms				
Bathrooms or shower rooms				
Toilets				
Kitchens				
Other rooms				
Do you use your home for business?	No 🗌	Yes		
Who is responsible for decorating your home?	You	The landlord	Don't know	
Please tick to show if the property is let as:	Furnished	Partly furnished	Minimally furnish	ed Unfurnished
Does your home have central heating?	No 🗌	Yes		
Does your home have a garden?	No 🗌	Yes		
Do you have a garage or car parking space?	No 🗌	Yes		

Part 14 How you will be paid

Payment of Council Tax Reduction

Your Council Tax account will be credited with any Council Tax Reduction you are entitled to.

Payment of Housing Benefit

Housing Association Tenants – In most cases you can choose where to have your Housing Benefit paid. We can arrange to pay your money:

- straight into a bank account
- by cheque
- direct to your landlord

If your landlord is **not** a Housing Association and you are making this claim for Housing Benefit your Housing Benefit must normally be paid directly to you. If you have difficulty managing your finances, for example you have a learning disability, an illness which means you are unable to manage your affairs on a day to day basis or severe debt problem, please contact your local service point (see page 4) or call us on 01546 605512 and we may be able to consider making payment direct to your landlord.

Payment Direct into an Account (BACS Credit)

We recommend that you get your money paid this way because it is the quickest and most convenient way for you to receive your benefit.

Please complete the BACS Credit mandate on page 24 of this form.

You must tick one	of these boxes						
I would like my Housing Benefit to be paid:							
Direct to m	y Landlord (Housing Association Tenants only)						
☐ Directly into	o a bank account (please complete details below)						
Please note that we	e cannot make payments by cheque or into a Post Office Card Account.						
	I the questions on this page. You can find the account details on your bank statement, sbook. If you are not sure about the details, ask the bank or account provider.						
Whose name or nar statement, cheque	nes is the account in? (please write the name or names as they appear on the bank book or passbook.						
Names							
Account Number							
Sort Code							
Roll Number (if applicable)							
Name of bank or ac	count provider						
Address of bank or	account provider						
Signature of accour	t holder						
Date	/ /						

Tart 15 Arrything else you need to t			
Please use this space to tell us anything else y	ou think we	should know abou	ıt.
Part 16 Backdating			
We usually award benefit from the Monday after the an earlier date if you have a good reason for not classearlier date, tell us when you want benefit from and you have a good reason for not claiming earlier, and of the reason, for example, letters from your doctor. Please note that we cannot backdate benefit for any pension age customers, from the date of your request.	niming earlier. d why you did d that good re r or social wor y period more	If you want us to co not claim earlier. W ason exists for all of ker.	nsider paying your benefit from an 'e will not backdate your benefit unl the period. You must provide evide
Date you want to claim benefit from	/	/	
For this earlier period, were your circumstances the same as on this form?	No	Yes	
Tell us why you have not claimed before.			

Part 17 Extra information

Please fill in the appropriate boxes below where you have extra information to tell us about.
Part 2 About children Please provide all the information that you have given on page 8 for your other children.
Part 3 About other people who live with you. Please answer all the questions we ask on pages 9 and 10.
Part 5 About working for an employer
Please answer all the questions we ask on pages 12 and 13.
Part 9 About money coming in
Please answer all the questions we ask on page 16.

Even if someone else has filled in this form for you, both you, and your partner (if you have one) must sign this declaration if you can. Please read this declaration carefully before you sign and date it.

- I declare that the information I have given on this form is correct and complete and I have declared all of my income and savings.
- I give you permission to make any enquiries to check the information on this form with the information I have given to other sections within the council, benefit authorities and the Home Office as allowed by law.
- I must let you know immediately of any changes in circumstances which may affect the claim. I have read and understood the list of changes I must tell you about on page 3 of this form.
- I understand that if I give any 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, I understand that information I provide will be used to ensure appropriate payment of Housing / Council Tax Reduction.
- The information may also be used to prevent and detect fraud, including checks on undeclared cohabiters. It is also possible that this information may be shared for the same purpose with other public bodies, other organisations which handle public funds or Experian, a credit reference agency.
- This Authority has adopted a Government procedure dictated by best practice which means that at sometime you may be contacted by 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.
- I agree that you may contact my employer for details of my employment which could be relevant to my application and I agree to my employer giving you this information.

Your signature	Your partner's signature
Date	Date
/ /	/ /
	son claiming, please tell us why you are filling in this form for the nagent of the person claiming, you must provide evidence of
I declare that, as far as possible, I have confirmed with the p correct.	erson claiming that the answers I have written on this form are
Name of the person who filled in this form	
Signature	
Relationship to the person claiming	
	Date / /

Part 19 Sharing information with your landlord

Sharing information with your landlord or housing association 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 2018, we would need your permission to discuss anything else with your landlord.

If you give us permission, we will be able to tell your landlord if:

- You have claimed or renewed your claim for Housing Benefit or Local Housing Allowance;
- We have made a decision on your claim; or
- We need more information before we can make a decision on your claim and what that information is.

We will not give your landlord any information about:

- Personal circumstances which relate to you and your family
- Your finances

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;

I give you permission to share information about my benefit claim with my landlord or their representative.

Your Signature		Date	
Vour full name (in	CADITAL LETTEDS)		
Your full name (in	CAPITAL LETTERS)		

PAYING HOUSING BENEFIT TO YOUR LANDLORD

If you want us to pay benefit straight to your landlord, you must sign this declaration.

Your declaration

Please pay my benefit straight to my landlord.

- I understand that I must always tell you about any change in my circumstances
- I understand that if I do not tell you about any change in my circumstances and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- I understand that I may be prosecuted if I do not tell you about any change of circumstances.

Your Signature	Date	

What information do we need?

Argyll and Bute Council will act as the 'Data Controller' for the personal data you provide to us. The Data Protection Officer, who is responsible for ensuring personal data is managed in accordance with data protection legislation, can be contacted as follows:

Address: Data Protection Manager Manager, Argyll and Bute Council, Kilmory, Lochgilphead PA31 8RT.

Email: data.protection@argyll-bute.gov.uk

Telephone: 01546 605522

Information held about you

As part of the Housing Benefit (HB) and Council Tax Reduction (CTR) application process, Argyll and Bute Council will collect personal data about you and members of your family.

The information collated includes:

- 1. Details about you such as your name and address, telephone number, email address, national insurance number, date of birth, household composition and income and savings details
- 2. Other relevant information to process your claim such as landlord details

We also use more sensitive types of personal information where appropriate including information about your health and/or the health of other members of your household.

We will use this data to process your claim and may check some of the information with other sources, such as the electoral roll or credit reference agencies to ensure this data is accurate.

Who will process your information?

The personal information you give to us through any of our forms relating to HB and CTR, and any other personal information we hold about you in this context will be processed by Argyll and Bute Council staff. There may be times when staff employed by other organisations will process your claim for HB or CTR or any appeal you may make. If this is the case the Council will ensure that the terms of its contract with the other organisation include provision for data security under the terms of the General Data Protection Regulation (GDPR) and that the organisation complies with the law.

Do you have to provide your information?

We process housing benefit and council tax reduction claims as part of our statutory function as your local authority. Processing your personal information is necessary for the performance of this task by the council. If you do not provide us with the information we have requested for this purpose then we will not be able to award you these benefits/reductions.

Providing accurate information

It is important that we hold accurate up to date information about you in order to assess your needs and deliver the appropriate level of service and support. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records and reassess your claim for HB and/or CTR as required.

How will we use the information we hold about you?

We will collect information about you (where applicable) to:

- Process your claim for HB and/or CTR
- To allow the council to communicate and provide services appropriate to your needs, for example free school meals, school clothing grants
- Where processing is necessary to comply with legal obligations for example, the prevention and detection of crime including fraud
- Protect public funds
- Please note that your data may be used to test system upgrades and patches where applicable.

What is the legal basis for us to process your information?

The legal basis for processing data is:

- Under the following legislation:
 - Social Security and Administration Act 1992
 - Housing Benefit Regulations 2006
 - Local Government Finance Act 1992
 - o The Council Tax Reduction (Scotland) Regulations 2012
 - The prevention/detection of crime, including false representation in accordance with the Fraud Act 2006.

There are laws that give the council powers via mandatory and permissive gateways to share information such as;

- Welfare Reform Act 2012 which allows local authorities to share data with social landlords
- Section 115 of the Crime and Disorder Act 1998 allowing anyone to pass information to certain authorities if it is necessary or expedient for the purposes of any provision of the act
- Section 17 of the Anti-Terrorism, Crime and Security Act 2001 allowing disclosures under the statutory provisions in Schedule 4 for the purposes connected with the criminal investigation and prosecution, where such disclosures are proportionate
- The National Audit Act 1983 imposing a legal obligation on public bodies to share relevant information with the National Audit Office.
- Part 2A of the Public Finance and Accountability (Scotland) Act 2000 which concerns the sharing of data for the National Fraud Initiative carried out by Audit Scotland.

Who will we share your information with?

To process your claim we share information under our legal obligations and with partner organisations, including:

- Other departments of the Council
 - Landlord data may be shared with the landlord registration service

- Housing services where the Council is the landlord or the claimant is designated as homeless.
- Customer Services and Education in respect of applications for other benefits such as Free School Meals and School Clothing Grants
- Other organisations or public bodies
 - The Department of Works and Pensions (DWP)
 - HM Revenues and Customs
 - The Police
 - Our contracted Sheriff Officers for the purpose of performing any of our statutory enforcement duties
 - To make any disclosures required by law such as disclosure to the Office of National Statistics
 - LoCTA, The National Anti-Fraud Network (NAFN) and other bodies responsible for detecting or preventing fraud or auditing or administering public funds
 - Civica and Capita under contract from processing claims and/or appeals.
 - Rent Registration Service to ensure rent levels are reasonable when processing claims.
 - Your landlord

We will not share your information with other organisations unless there is a legal basis to do so. However, there may be certain circumstances where we would share without your consent, such as where we are required to do so by law to safeguard public safety and in risk of harm or emergency situations. Otherwise outside of the conditions stated, we will not share your information as detailed unless you have provided your written consent to do so.

How long will we keep your information?

We will keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept after all action on your claim has finished and the period required by the Council for legal and audit purposes has passed, which is normally 6 years after your claim has been cancelled. All information will be held securely and destroyed under confidential conditions.

Do we transfer your information outside the UK?

We do not transfer personal information outside the UK.

Your rights

When you provide information to the Council, you will have the following rights:

- to withdraw consent at any time, where the lawful basis specified above is consent
- to lodge a complaint with the Information Commissioner's Office see below for details

- to request access to your personal data please contact the Data Protection Officer if you
 wish to submit a request.
- to data portability, where the Legal basis specified above is i) consent or ii) performance of a contract
- to request rectification or erasure of your personal data, as far as the legislation permits –
 please contact the Data Protection Officer and provide details of what data you wish to be
 rectified or erased.

You can find out more about your rights in relation to data protection here: www.argyll-bute.gov.uk/data-protection or from the Data Protection Officer by telephone or in writing, as detailed above.

Information Commissioner's Office

The ICO is the UK's independent body set up to uphold information rights.

Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 Email: casework@ico.org.uk

The Information Commissioner's Office – Scotland

45 Melville Street, Edinburgh, EH3 7HL

Telephone: 0303 123 1115 Email: Scotland@ico.org.uk

Part 21 Checklist

Please tick to say 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 any of our offices listed on page 4. 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.

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.

	e need at the moment, send the form back to us now and send the evidence later. n, but we will not be able to pay you any benefit until we have all the evidence.
BACS mandate	Please see page 24.
Sharing information with landlord	Please see page 28.
Evidence of identity	You must provide one of the following for you and your partner – birth certificate, marriage certificate, passport, medical card, driving licence, UK residence permit or EEC identity card.
Evidence of National Insurance number	Such as a National Insurance number card, payslips or letter from social security or the tax office. Documents already provided as evidence of identity cannot be used as evidence of your National Insurance number.
Evidence of non- dependant's income	You must provide proof of the non-dependant's income to receive the lower non-dependant deduction. If you do not, the highest deduction will apply.
Evidence of earnings	We also need this for any other adults living in your home. This means your last five payslips if you are paid weekly, your last three payslips if you are paid every two weeks, or your last two payslips if you are paid monthly. If you do not have these payslips, your employer must fill in the earnings certificate.
Evidence of self-employment	If you or your partner are self-employed, we need to see your accounts for the last financial year. If you have been trading for less than six months, we need to see a summary of your trading records so far. We need to see your last two monthly business bank accounts.
Evidence of other income	We also need this for any other adults living in your home. Such as pension slips from a previous 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 benefits, allowances or pensions	We also need this for any other adults living in your home. Such as current award notices or letters from social security confirming how much you get. If you do not have evidence, let us know straight away. Please do not send order books through the post.
Evidence of savings and investments	Such as all your bank, building society or post office books, full bank statements, or certificates for Premium Bonds, National Savings Certificates, ISA's, stocks, shares and unit trusts. We need to see evidence of any interest or dividends you get on investments and savings. We need to see this evidence for children in your household as well. The evidence you send must show details for at least the last two months.
Evidence of other money paid out	Such as letters about student grants or maintenance, agreements or receipts from registered child carers.
Evidence of private rent	Such as a rent book, rent receipts, lease agreement, tenancy agreement, proof of ownership or a letter from your landlord

Part 22 Further discounts you may be entitled to

Housing Benefit and Council Tax Reduction are not the only way to reduce your council tax bill, below is a summary of other reductions on offer.

Council Tax discounts and reductions

A discount of 25% is available for homes where there is only one person over 18 who have to pay council tax.

You might be given a discount on your Council Tax if you fall into a category of people we think need help with paying it.

These following people may be disregarded for the purpose of calculating Council Tax liability:

- students, student nurses and apprentices
- long-term hospital patients
- under 18's
- anyone with a severe learning difficulty

For example: A couple both aged over 18 live together and one of them is a full-time student. In this case, the student would not be counted for council tax while they are studying full-time and the bill for the property would be reduced by a 25% discount.

You may be entitled to a discount of 10% if the property is not your sole or main residence.

You may be entitled to a reduction in your council tax bill if someone in your home is disabled, and the property has a feature which is mainly used by the person with the disability. For example: if your house has been specially adapted for a wheelchair to be used indoors.

For some properties, council tax may not need to be paid at all (this is known as an exemption). For example: if the property is not being lived in and is unfurnished or only has students or people under the age of 18 living in it. If you would like to know more about the various discounts and exemptions that are available, please contact us on 01546 605511 or visit our website at www.argyll-bute.gov.uk.

If English is not your first language

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 Pañstwo otrzymaO ten dokument w innym jzyku 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 आवश्यक्ता हो तो हमसे संपर्क करें Hindi

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

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

Argyll and Bute Council - Income Certificate

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

Please fill in opposite and the details the certificate has send it back form.									
Employer's									
Print Name:									
To Employer: Please help the persons application by giving us their last five weeks' wages, if they are paid weekly, the last three if they are paid fortnightly 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	S			
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