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Delivering for you

Housing Benefit and Council Tax Reduction Change of Address


This form should be completed by people already receiving Housing Benefit and/or Council Tax Reduction to tell us about a change of address. Please make sure you answer all of the questions and provide any relevant supporting evidence to enable us to process your claim at your new address.

When you have completed the form, please return it as soon as possible. It is important that you do not delay in returning the form. If you cannot provide any information or evidence that we need, you can send it on later.

If you need help completing this form, please phone us or come into one of our offices for advice. Our contact details are at the back of this application form.

Section 1 - About you (You must answer all questions in Section 1)

If you have a partner, you must answer all of the questions about them. By partner, we mean a person you are married to or a person you live with as if you are married to them, or a civil partner or a person you live with as if you are civil partners.

 You will need to supply evidence of all income and capital and details of any changes in circumstances.

Do you have a partner who normally lives with you?	Yes	No
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	You	Your partner
Title	Mr Mrs Miss Ms	Mr Mrs Miss Ms
Surname		
First name(s)		
Date of Birth	DD / MM / YYYY	DD / MM / YYYY
Contact phone number		
Email address		
National Insurance Number		

Section 2 - Address details (You must answer all questions in Section 2)

Your new address

House number / name			
Street			
Town / city		Postcode	
What date did you move in?	DD / MM / YYYY		
If you have not yet moved in, what date do you intend to move in?	DD / MM / YYYY	Once you have moved in, you will need to confirm the date you moved.	

Your previous address

House number / name			
Street			
Town / city		Postcode	
What date did you move out?	DD / MM / YYYY		
What date does your tenancy at this address end?	DD / MM / YYYY		

Section 3 - About other people that live in your home

Please tell us about all other people who live with you.

This includes children (including adult children), friends, boarders, lodgers and sub-tenants.

If there are more than four additional people in your household use a separate piece of paper to tell us all of the information we ask for in this section.

	First person	Second person
Surname		
First name(s)		
Date of Birth	DD / MM / YYYY	DD / MM / YYYY
Gender		
Their relationship to you or your partner		
	Third person	Fourth person
Surname		
First name(s)		
Date of Birth	DD / MM / YYYY	DD / MM / YYYY
Gender		
Their relationship to you or your partner		

Section 4 - About where you live

At your address do you? (Please tick one box)

Own your home or pay a mortgage		Please go to Section 10 - Anything else you need to tell us.
Pay rent to a housing association		
Pay rent to a private landlord		
Live in board and lodgings (your rent includes a cost for meals)		
Live in supported accommodation?	Yes	No
Other (please give details)		

What sort of building do you live in? (Please tick one box)

Detached house		Maisonette	
Semi-detached house		Hotel or guest house	
Flat over a shop		Residential nursing home	
Caravan, mobile home or houseboat		Terraced house	
Hostel		Flat in a block	
Flat in a house		Bedsit, rooms or studio flat	
Bungalow		Board and Lodgings	
Other (please give details)			
Do you use your home for business?	Yes	No	
Does your home have central heating?	Yes	No	
Does your home have a garage?	Yes	No	
Does your home have a parking space?	Yes	No	
How many floors are there in the building?			
Does your household occupy only part of the building?	Yes	No	
If yes, where in the building do you live?	At the front	in the middle	at the back
Which floor do you live on e.g. first, ground, etc?			

How many rooms are there:	In the whole building	Just for you and your household	That you share with other people
Living rooms			
Bedsitting rooms			
Kitchens			
Bedrooms			
Bathrooms or shower rooms			
Separate toilets			
Other rooms			
Please specify what the other room is			

Section 5 - About the rent

What is your new landlord's full name and address?

Name / Company name

House number / name?

Street

Town

Postcode

If your new landlord has an agent, what is their full address?

Name / Company name

House number / name

Street

Town or city

Postcode

Are you, your partner or children related to your landlord, agent or their partners?

Yes

No

Related includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, grandson, grandmother, son-in-law or stepdaughter.

If Yes, what is the relationship?

Section 5 - About the rent (Continued)

What sort of tenancy do you have?		For example: assured shorthold, regulated or licence.
How long is the tenancy for?	From: DD / MM / YYYY	To: DD / MM / YYYY

What is the property let as? (Tick the box that applies)

Furnished			
Partly furnished			
Hardly any furniture			
Unfurnished			
How much rent do you pay and how often?	£	every	For example, every week, every fortnight or month.
Does anyone else share the rent with you and your partner?	Yes	No	
If Yes, tell us their names and how much of the rent they pay.			
When is the next rent increase due?	DD / MM / YYYY		
Do you have any weeks when you do not have to pay rent?	Yes	No	If Yes, how many in a year?
Are you behind with your rent?	Yes	No	If yes, how much do you owe?

Please make sure you provide your tenancy agreement. If you do not have one please ask us for a Rent Details form which your landlord can complete.

Section 6 - About services

Does your rent include money for any services?

Yes

No

If Yes, what services are included in your rent?

Water rates

Yes

No

How much?

£

every

Heating

Yes

No

How much?

£

every

Lighting

Yes

No

How much?

£

every

Hot water

Yes

No

How much?

£

every

Fuel for cooking

Yes

No

How much?

£

every

Laundry

Yes

No

How much?

£

every

Cleaning rooms

Yes

No

How much?

£

every

Gardening

Yes

No

How much?

£

every

Personal care and support

Yes

No

How much?

£

every

Do you pay any service charges separate to your rent?*

Yes

No

How much?

£

every

*For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, or lift maintenance. Please contact us if you are not sure if your rent includes service charges.

If Yes, what is the charge for?

Section 7 - How you will be paid

Council Tax Reduction

Council Tax Reduction will be awarded to your Council Tax account and you will be sent a new Council Tax bill.

Housing Benefit

I want Housing Benefit to be paid to me

Please give your bank / building society account details below and then go to Section 9.

I want Housing Benefit to be paid to my Landlord or my Landlord's agent

Please give your Landlord or Agent's bank / building society account details below and then go to Section 8.

Bank/building society details

Name of bank/building society

Name of account holders

Branch address

Town or city

Postcode

Bank sort code

Account number/role number

Signature

Section 8 - Paying benefit to your landlord

If you want us to pay Housing Benefit directly to your landlord or their agent, you must both sign this declaration.

Your declaration	Your landlord's declaration
<p>Please pay my benefit direct to my landlord.</p> <ul style="list-style-type: none"> I understand that I must always tell you about changes in my circumstances. I understand that if I do not tell you about any changes of circumstances and you pay me too much benefit because of this, I may have to pay back extra benefit. I understand that I may be prosecuted if I do not tell you about any change of circumstances. 	<p>I agree to accept Housing Benefit payments for the tenant named on this form.</p> <p>I understand that by law:</p> <ul style="list-style-type: none"> I must tell you straight away if I find any change in the tenant's circumstances. You can stop paying benefit to me if I do not tell you about any change of 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 may have to 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.
Your signature	
Your full name (IN CAPITAL LETTERS)	
Date	DD / MM / YYYY
Your landlord's signature	
Your landlord's full name (IN CAPITAL LETTERS)	
Date	DD / MM / YYYY

Section 9 - Sharing information with your landlord

Sharing information with your landlord may help us deal with your claim more quickly. We may need to ask your landlord for some details before we can make a decision such as the start date of your tenancy. The Data Protection Act 2018 requires us to have your permission to contact your landlord, except where fraud is suspected.

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

- You have claimed Benefit
- We have made a decision on your claim
- We have made a payment to you

We will not tell your landlord:

- Your personal or household circumstances
- Your financial circumstances

You can withdraw your permission at any time

If you do not want us to talk to your landlord, it will not affect your claim.

If you are happy for us to discuss it with your landlord please sign below.

I give South Gloucestershire Council permission to share information about my claim for Housing Benefit with my landlord or their nominated representative.

Your signature

Date

DD / MM / YYYY

Should you wish to know more about how we look after your personal information please visit www.southglos.gov.uk/privacy

Section 10 - Anything else you need to tell us

Have there been any other changes in your circumstances?	Yes No
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If yes, please provide details of the change	
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What date did the change happen?	DD / MM / YYYY
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Some examples of changes you need to tell us about

- If you or your partner start working or change employer.
- If your savings or investments go up or down.
- If you or your partner or anyone else in your household has a change in income.
- If your tax credits change.
- If a child leaves school or child benefit stops.
- If you or your partner stop receiving Income Support, Jobseeker's Allowance, Universal Credit, Employment and Support Allowance.
- If anyone joins or leaves the household.
- If you or your partner has a baby.
- If you move, or are absent from your home.
- If anyone starts receiving Carers Allowance for you.
- If there is a change to any childcare costs you pay.

Is there anything else you need to tell us?	
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Remember. If you do not tell us about a change of circumstances, you will have to pay the Council back any overpayment that may occur and you may be prosecuted. If you are unsure, please tell us and we will let you know if the change affects your entitlement.

Section 11 - Declaration

Please read this declaration carefully and check before signing

I declare that the information I have given on this form is true and complete.

I know that I must let you know straight away about any changes in my circumstances, which may affect my claim.

I understand that if I give information that is incorrect or incomplete I could be prosecuted.

I understand that you may use the information I have given on this form to prevent and detect fraud and that information may be shared with other bodies responsible for auditing and administering public funds.

Your signature

Date

DD / MM / YYYY

If someone has filled this form in on your behalf, please complete the section below:

Name of person who completed the form

Relationship to the person claiming

As far as possible, I have confirmed with the person applying that the answers I have written on this form are correct. (Please tick box)

Signature

Date

DD / MM / YYYY

Section 12 - Proof you need to provide

You will need to provide proof to support your claim for Housing Benefit and Council Tax Reduction at your new address.

If you are paying rent at your new address you will need to provide proof of your rent. This could be:

- Your Tenancy or Licence Agreement
- A letter from your Landlord
- If you do not have either of these, ask us for a 'Proof of rent form'

The proof that you send us must show the following:

- The name and address of your Landlord
- The name and address of their managing agent (if they have one)
- The date your tenancy started
- How much rent you pay and how often you pay it
- What is included in your rent, for example water rates, heating, lighting, care and support

If there have been any other changes in your circumstances, you will need to provide proof of these too. Examples of the type of proofs we need are shown below:

Income

- Wage slips (five weekly, three fortnightly or two monthly)
- Contract of employment for a new job
- Child Benefit award letter
- Universal Credit award (we need to see the full award)
- Pension letter
- If you are self-employed, your last years trading accounts. If you do not have these we will ask you to complete our self-employed earnings form

Capital

- Last two months statements for your bank, building society and Post Office accounts
- Share certificates

Household

- Birth certificate for any new children
- Proof of identity for a new partner – birth certificate, passport, driving licence, utility bill
- Proof of National Insurance number for a new partner – National Insurance number card, wage slip, P60 or P45

Section 13 - Submitting your form

Once you have filled in this form and signed the declaration, please return your completed application form and relevant documents to us.

In person at a One Stop Shop

Kingswood One Stop Shop
Civic Centre
High Street
Kingswood
Bristol BS15 9TR

Patchway One Stop Shop
Rodway Road
Patchway
Bristol BS34 5PE

Yate One Stop Shop
Kennedy Way
(Access via West Walk)
Yate
Bristol BS37 4DQ

By post

South Gloucestershire Council
Resources & Business Change
Badminton Road
PO Box 1953
Bristol BS37 0DB

By email

HousingBenefit@southglos.
gov.uk

One Stop Shop Opening Hours

Monday to Friday 9am
to 4.30pm

Contacting the council

If you have any queries or questions about this form please get in touch using the contact information below.

Phone

01454 868002

Email

Housingbenefit@
southglos.gov.uk

Website

www.southglos.gov.uk

This information is also available in other languages, in large print, Braille or on audio tape. Please phone 01454 868002 if you need any of these or any other help to access Council services.

