



Customer information

HOUSING BENEFIT

WHAT IS HOUSING BENEFIT?

Housing Benefit is paid by local councils and is available to help those who are on benefits, or low incomes, to pay their rent.

WHO CAN CLAIM?

You can normally claim Housing Benefit if you are the person responsible for paying the rent and you are claiming benefits or are on a low income.

WHO CANNOT CLAIM?

You cannot claim Housing Benefit if you:

- ❑ Have savings over £16,000
- ❑ Are a full time student – except in certain circumstances
- ❑ Live with a close relative or friend and pay rent to him/her
- ❑ Are only allowed to live in the UK on condition that you have no access to public funds.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.



HOW DO I CLAIM?

To apply for Housing Benefit you will need to fill in a claim form and submit it to the council on or before your tenancy start date, or if you're an existing tenant as soon as your circumstances change.

Claim forms are available from your local council office or from your local LHA office. Our staff will be happy to advise you on making your claim.

As claims can take at least 28 days to be processed (in some instances much longer) it's essential that you provide all the relevant information that is required to support your claim. We can advise you how much rent to pay while you wait for your Housing Benefit.

WHAT INFORMATION DO I NEED TO MAKE A CLAIM?

- Your tenancy agreement and/or current rent level (-we can provide this)
- Proof of your identity (-your birth certificate and national insurance number)
- Proof of your income and savings (-your wage slips, benefit books, bank statements)
- Income received by other members of your household
- Anything else requested on the form

If you do not provide this information your claim could be stopped or delayed.

WHO DO I CONTACT IF I WISH TO CANCEL MY CLAIM?

You should report any changes in your circumstances, in writing, as soon as possible to your local council and housing officer. Delays may result in your benefit being stopped, or overpayments being made which you'll be responsible for repaying to the council.

WHEN WILL MY BENEFIT START?

Your benefit will normally start from the Monday following the date your claim form is received by the local council - **so act quickly when making a claim.**

It cannot normally be backdated unless you can provide good reasons as to why you could not claim earlier.