

**What type of help do you require?**

- Help with a rent deposit
- Help with an initial payment of rent in advance
- Help with removal costs
- Help with weekly / monthly rent payments

Please return this form to:  
Revenues & Benefits  
Herefordshire Council  
Plough Lane  
HR4 0LE  
Telephone: 01432 260333  
Email: [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk)

**Guidance to applicants**

- Please write clearly in **BLACK** ink and using **BLOCK CAPITALS**
- Discretionary Housing Payments are not Housing Benefit payments but free standing payments the Council can make to persons **currently entitled to Housing Benefit or Universal Credit Housing Element** who are facing financial difficulty and need extra help with: rent, other rent payments including rent in advance and rental deposits. It can also be used for lump sum payments associated with your housing needs such as removal costs.
- The Council has a cash limited budget for these payments and although it will consider all claims, it may be not able to help in all cases. For example, no payment will be made if you have sufficient income or capital from your own sources to meet all your relevant expenses. Awards are normally granted for a short term, fixed period as you should try to make improvements to your current situation. You may then need to contact us again if your award expires and you still need help.
- It will help if you can supply any relevant proof in support of your application e.g. a letter from your doctor or health worker, confirmation that you need an extra room or bedroom because you are disabled, etc.

We can only consider a payment to you from the Discretionary Housing Payment fund if you are currently entitled to **Housing Benefit or Universal Credit Housing Element**.

Please note that while the Housing Costs Element of the Universal Credit award notification may refer to support for mortgage interest payments, owner-occupiers are not eligible to receive Discretionary Housing Payments.

- Discretionary Housing Payments can provide help in one or more of the following circumstances:
  - If your Housing Benefit or Universal Credit Housing Element does not cover the full amount of your rent payments
  - Reductions to your Housing Benefit or Universal Credit Housing Element because of changes to the Local Housing Allowance (LHA) scheme or increases to essential work related expenditure following a change in circumstances caused by a reduction to the LHA rates
  - Unexpected changes to the amount of Housing Benefit or Universal Credit Housing Element you receive because of a change in your circumstances
  - If you have another adult living with you, for example, son, daughter, grandmother etc. (called a non-dependant) and your **Housing Benefit or Universal Credit Housing Element** is reduced due to a non-dependant deduction
  - Reductions to your **Housing Benefit or Universal Credit Housing Element** due to bedroom restrictions
- We cannot make a Discretionary Housing Payment to meet the cost of:
  - Service charges that do not qualify for Housing Benefit/Universal Credit Housing Element
  - Charges for water, sewerage and environmental services
  - Any reduction in benefit due to a sanction being imposed
  - Any benefit that has been suspended
- Discretionary Housing Payments are different to Housing Benefit payments in that there is no independent right to appeal against a decision. You can, however, ask the Council to reconsider any decision made if you are not satisfied with it.
- If you have any questions, please phone 01432 260333 or write to us at the address above or email the Revenues & Benefits Section at [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk)

**NOW COMPLETE THE APPLICATION FORM OVERLEAF**

Your Housing Benefit reference number  
(this will start with '500' and is 9 digits long)

**500**

Your National Insurance Number

1. Your name

2. Your current address

Postcode:

Your phone number

Your email address

Please list the names of everybody who normally lives with you. If no one lives with you, please write 'None'.

Name	Relationship to you	National Insurance number	Date of birth

3. Are you in receipt of Housing Benefit at your current address?

YES

NO

4. Are you in receipt of Universal Credit Housing Element? If yes,

YES

NO

Please provide proof of rent

**Please note: If you have answered 'No' to questions 3 and 4 above, we are unable to consider a payment from the Discretionary Housing Payment fund**

**SECTION 1 - Complete questions 5 to 11 if you are changing your address and require help with a rental deposit or rent in advance payment for your new address. Please also complete Section 4**

5. What date do you plan on moving?

6. Did you pay a deposit to your current landlord at your current address?

7. If yes, please confirm if this deposit will be returned to you when vacate your current address and if not, please explain why?

8. Please state the address for which you require a rental deposit or rent in advance payment

The number of rooms and bedrooms in this new property.

9. How much is the required deposit/rent in advance payment(s)?

**You must supply proof, from your prospective landlord/estate agents on headed paper, of the payments you are required to make to secure this property. This proof must show the full breakdown of these payments and is required by the Council before any payment from the Discretionary Housing Payment fund can be considered or agreed.**

10. If you are successful in your application, this payment will be made directly to your new landlord. Please state the new landlord's name, address, phone number and bank details for direct payment of this deposit/rent in advance payment.

11. What date do you need your new landlord to receive this deposit /rent in advance payment to secure this new property?

**Please refer to <https://www.gov.uk/tenancy-deposit-protection> - for details of your deposit protection.**

If you are only applying for help with a rent deposit or rent in advance payment and do not require help with removal cost payments or your current rental payments, go to **Section 4 (Questions relating to income and expenditure)** on pages 5, 6 and 7 and complete all this section including questions 35 to 37 and sign the declaration on page 8.

If you do require help with removal cost payments or your current rental payments, go to **Section 2** below.

**SECTION 2 – Complete questions 12 to 15 if you are changing your address soon and you require help with your moving costs. Please also complete Section 4 (Questions relating to income and expenditure) and sign the declaration on page 8. If not, go to Section 3**

12. What date do you plan on moving?

13. How much have you been quoted for removal costs to move from your current address to your new address?

**You must provide at least 2 quotes from the removal or van-hire companies showing the total amount of the charge for which you want payment and a breakdown of what is included in this charge, e.g. packing, unpacking, manual labour etc. for a removal company and petrol/driver etc. for a van hire company. This information is required by the Council before any payment from the Discretionary Housing Payment fund can be considered or agreed.**

14. Do you have a quote from the Removal/Van Hire Companies? If yes, please provide these quotes with this application form. If no, please provide further information or obtain the relevant quotes immediately and send them to us before we can consider your application.

YES

NO

15. What address are you moving to?

**If a payment has been made to you from the Discretionary Housing Payment Fund to help you with your moving costs then you MUST provide a receipt showing that you have paid those outstanding costs with the funding you received from the Council. Failure to provide a receipt will mean that the Council will raise a debt against you for the amount that was paid to you in respect of these moving costs.**

**SECTION 3 – If you require help with your weekly/monthly rental payments, please complete all questions from here through to the end of the form**

16. Please confirm the amount of help you feel you need from the discretionary housing payment fund per week or per month.

17. Please confirm the period over which you require this payment from the Discretionary Housing Payment fund.



18. Please explain the reasons why you chose this amount and period and why you feel you need further help with your rent costs.

19. Have you tried to negotiate a lower rent with your landlord? YES  NO

20. Do you have any rent arrears? YES  NO

If so, how much?

£

Period of arrears:

21. Will you be evicted if you do not pay the arrears? YES  NO

22. Are you actively looking to find somewhere cheaper to live?  
If 'Yes', what steps have you taken? YES  NO

If 'No', please explain why not?

23. Have you found anywhere yet? (Provide proof of what you have found) YES  NO

24. Do you, or a member of your family living with you, need any special accommodation facilities that are present at your current address?  
If 'Yes', what are these? YES  NO

25. Were you able to afford the rent for this property (without Housing Benefit or Universal Credit Housing Element) when you first moved in? YES  NO

26. Has there been a death in the household in the last 12 months? YES  NO

If Yes, please specify the date of death: \_\_\_\_\_

27. Do you or a member of your family have any disabilities or serious health problems? YES  NO

If 'Yes', what are these and how are they preventing you from moving? We may ask you to provide evidence of this e.g. a letter from a health professional.

28. If your accommodation is larger than you and your family normally need, i.e. extra bedrooms or living rooms, please say why you need to live there.

29. Do you have any other adults (called non-dependants on your benefit decision letter) living in your household? YES  NO   
If 'Yes', give details and continue. If 'No', go to question 32.

30. Your benefit decision letter shows the expected contribution from this person(s). Do you receive a contribution from them? YES  NO   
If 'No', why not? If 'Yes', has it been given in full/partially? Please explain.

Is this position likely to change in the future? Please explain.

31. Are any of your non-dependants likely to be leaving your household in the near future? YES  NO   
If 'Yes', please give details.

32. Do you have a carer stay with you, who does not permanently live with you but stays overnight to help you with a disability? YES  NO   
If 'Yes', where does your carer normally reside?

33. Are you a foster carer? YES  NO   
If 'Yes', how many bedrooms do you use for foster caring?

34. Are you or your partner (if applicable) currently unemployed? YES  NO   
Will you be starting a job soon? If so, give details below.

**SECTION 4 – Questions relating to income and expenditure details**

35. Do you have a choice in paying any of your outgoings? YES  NO   
If 'Yes', please state which ones:

To help us understand your application, please give us full details of your correct income and expenditure.

Where more than one type of income is listed in the same box, please circle what is applicable to you.

<b>INCOME (£)</b>			
<b>INCOME</b>	<b>Amount (You)</b>	<b>Amount (Partner)</b>	<b>How often? (Weekly/Monthly)</b>
Wages/Salary (Net)			
Non-dependants/Tenant Contribution			
Income from rental of other property (including sub tenants)			
Statutory Sick Pay			
Job Seeker's Allowance (Income/Contribution Based)			
Employment & Support Allowance (Income/Contribution Based)			
Universal Credit less Housing Costs Element			
Universal Credit Housing Costs Element			
Housing Benefit/Council Tax Reduction			
Incapacity Benefit/Personal Independence Payments (PIP)			
Income Support			
Working Tax Credit/Child Tax Credit			
State Retirement Pension			
Private Pension			
Guaranteed/Savings Pension Credit			
Child Benefit			
Maternity Allowance			
Maintenance			
Income from Capital Investments			
Disability Living Allowance (Care)			
Disability Living Allowance (Mobility)			
Attendance Allowance			
Carers Allowance			
Industrial Injuries Benefit			
Other Income (Please specify overleaf)			
<b>TOTAL INCOME</b>	£	£	
<b>CAPITAL</b> 3 Months Bank Statements must be provided for all bank Accounts held - No decision will be made on your application without this supporting evidence	<b>Amount (You)</b>	<b>Amount (Partner)</b>	<b>Value/Balance (£)</b>
All Bank Current Accounts			
All Bank Deposit Accounts			
All Building Society Accounts			
All Post Office Accounts			
Premium Bonds/Income Bonds			
National Savings Certificate			
Shares, Stocks, or Unit Trusts			
Life Assurances/Endowments			
Tessas, PEPs or ISAs			
Land or buildings other than your home (including outside of the UK)			
Bereavement Support Payment			
Other Cash, Capital or Savings (Please specify overleaf)			
<b>TOTAL CAPITAL</b>	£	£	

<b>EXPENDITURE (£)</b>			
<b>EXPENDITURE</b>	<b>Amount (You and your partner)</b>	<b>How often? (Weekly/ Monthly)</b>	<b>Are you in arrears? If so, by how much?</b>
Mortgage			
Second mortgage			
Rent			
Council Tax			
Water Rates			
Ground Rent			
Service Charges			
Building/Contents Insurance			
Life Insurance/Endowment			
Gas			
Electricity			
Other Fuel (Coal, Oil, Calor Gas)			
Housekeeping (Food and Toiletries)			
TV Licence			
Internet/Broadband			
Sky/Digital/Cable			
Streaming Subscriptions (e.g. Netflix)			
Maintenance Payments			
Car Insurance/Tax/MOT			
Car Finance/Lease Hire			
Petrol/Diesel			
Public Transport/School Transport			
Pet Insurance			
Clothing			
Telephone Costs (Mobile/Landline)			
Medical Costs (e.g. prescriptions)			
Childcare Costs			
Private Pension/Annuity (not deducted through your salary)			
Hire Purchase Agreements			
Loans/Secured Loans			
Fines/CCJ			
Credit/Store Cards/Catalogues			
Other (Please specify below)			
<b>TOTAL EXPENDITURE</b>	<b>£</b>		<b>£</b>

**Other Income, Capital and/or Expenditure**

If you have indicated that you have other Income, Capital or Expenditure not listed on this form then please declare what it is and its monetary value below and evidence to support this must be provided

**We will need to see evidence of your income and expenditure, to support your application. Failure to provide this information will result in your claim being considered as defective and you may be required to make a new application where you are in arrears for any of your expenditures.**

**You can send evidence to us by email at [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk) or by post to Revenues & Benefits Section, Herefordshire Council, Plough Lane, Hereford, HR4 0LE.**



36. Do you anticipate that your income and expenditure position will be changing soon?

Stay the same

Get worse

Get better

Please explain

Give the date you think the position will change

/ /

37. If you have listed loan, credit card debts or store cards as part of your expenditure, you must provide proof of the minimum payments you are required to make and explain for what goods or services these loans were taken out.

Have you taken steps to negotiate lower repayments on your debts?

YES

NO

**Please provide proof of this.**

38. Is there anything else you want us to consider in deciding your Discretionary Housing Payment application?

YES

NO

**For security reasons, please list below any documents that you have sent with this application.**

1	
2	
3	
4	
5	

39. Please provide the bank details for the bank account you want payments to be made to.

Account number

Sort code  -  -

40. Who will the payments be made to? (Please provide their name and address)

MR / MRS / MISS / MS

## How we collect and use information

Herefordshire Council is the Data Controller and Hoople are the Data Processor under data protection law. We will use the information you provide on this form to administer Discretionary Housing Payments. The legal basis for processing this data is Article 6(1)(C & E) of the General Data Protection Regulation (GDPR) as a task carried out in the public interest under the following legislation:

- Child Support, Pensions and Social Security Act 2000
- Discretionary Financial Assistance Regulations 2001
- The prevention / detection of crime, including false representation in accordance with the Fraud Act (2006)
- Council Tax Benefit Abolition (Consequential Provision) Regulations 2013 and Universal Credit (Consequential Amendments) Regulations 2013

If the information you provide us with contains special category data, such as health information, the additional legal basis for processing is Article 9(2)(g) of the GDPR, which also relates to our public task, and Schedule 1 part 2(6) of the Data Protection Act 2018 which relates to statutory purposes.

We will keep your data for six years after the cessation of a claim. Your information will only be shared with third parties such as the Police, Department for Work and Pensions and Her Majesty's Revenue and Customs for the purposes of preventing and detecting fraud, or with the Cabinet Office for auditing of Council accounts.

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

### DECLARATION

- The information on this form is correct.
- I will notify the Council immediately, in writing, if there is any change in my financial or other circumstances or if I change my address.
- I have read and understood the section above 'How we collect and use information'.
- I understand that if a Discretionary Housing Payment is made, it is not classed as Housing Benefit and is not subject to the same rules and regulations that govern the administration of Housing Benefit.
- I understand that failure to inform the Council's Benefit Service of any change in my circumstances, misrepresentation or failure to disclose material facts, may result in an overpayment, which will have to be repaid to the Council.

Signed  Date  /  /

Claimant  Partner

**If you have completed this form on behalf of someone, please complete the following:**

Name  Relationship to claimant

If there is someone else helping you with your claim and you are happy for them to deal with us on your behalf, please provide their name and contact details below.

I give permission for Herefordshire Council to share information about my Discretionary Housing Payment with...

Name  Relationship to you

Phone number or email address

Claimant signature

When you have completed this form, please return to: **Revenues and Benefits Section, Herefordshire Council, Plough Lane, Hereford HR4 0LE** or [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk)

## Tell us if your circumstances change

You must tell us straight away, in writing, about any changes in your circumstances which could affect the amount of benefit and any discretionary payment that you receive.

For example, you must tell us if:

- any of your children leave school/education or leave home;
- anyone moves into or out of your home, including lodgers and subtenants;
- your income or any benefits you receive change or the income and benefits of anyone living with you change;
- there are changes to your savings or investments;
- you or anyone living with you becomes a student, goes on a youth training scheme, goes into hospital or a nursing home, goes into prison, or changes or leaves a job;
- your rent changes;
- you move house;
- you or your partner are going to be away from home for more than a month;
- you or anyone living with you starts work;
- you receive any decision from the Home Office on your right to live and claim benefits in the UK;
- any of the details you have told us about on this form change.

This is not a full list. You must tell us about any change, in writing or by email to [benefits@herefordshire.gov.uk](mailto:benefits@herefordshire.gov.uk). A phone call is not enough.

If you do not tell our Benefits service about any changes, you may lose money you are entitled to or you may get too much benefit which you will have to pay back.

You must make sure that you tell us about any changes. Do not rely on someone else to pass the information on.

It is a criminal offence not to tell us about any changes that may affect your benefit. We may take court action against you, and if we pay you too much benefit, you will probably have to pay it back.

## Manage your claim online

Managing your Housing Benefit and/or Council Tax Reduction claim online is the best way of keeping up to date with your claim. You will have access to see what information we are using to calculate your claim, including who else is on your claim and what details we have for your income. You will also be able to see all of our correspondence sent to you, as well as being able to sign up to electronic notifications for quicker notifications from us.

You can access this service once registered, 24 hours a day, 7 days per week.

Visit [www.herefordshire.gov.uk/myaccount](http://www.herefordshire.gov.uk/myaccount) to register.

## Customer Service

For more information on our Customer Services, visit our website at [www.herefordshire.gov.uk/customerservices](http://www.herefordshire.gov.uk/customerservices)