



Claiming Housing Benefit



Better Homes • Stronger Communities

Claiming Housing Benefit

If you are on a low income or receiving benefits you could be entitled to receive Housing Benefit. North Lincolnshire Council is responsible for assessing and paying Housing Benefit but staff from North Lincolnshire Homes will be happy to help you with benefit advice. We can also help with filling in forms and sorting out any problems.

You can also get help from any North Lincolnshire Council Local Link or use their online Housing Benefit calculator on **www.northlincs.gov.uk** and follow the links for benefits.

If you think you may be entitled to Housing Benefit then it is important that you make a claim as soon as possible. To make a claim you need to fill in a Housing Benefit form, available from any North Lincolnshire Council Local Link or from our Customer Centre. You must also provide proof of your identity, income and savings. If you do not have all the proof required you must still submit your claim form and provide the documents later to avoid missing out on benefits. All documents that you provide must be originals. North Lincolnshire Homes or North Lincolnshire Council will photocopy your documents for you.



You will need to provide:

National Insurance (NI) number

You (and your partner) will need to provide a document showing your NI number. This could be:

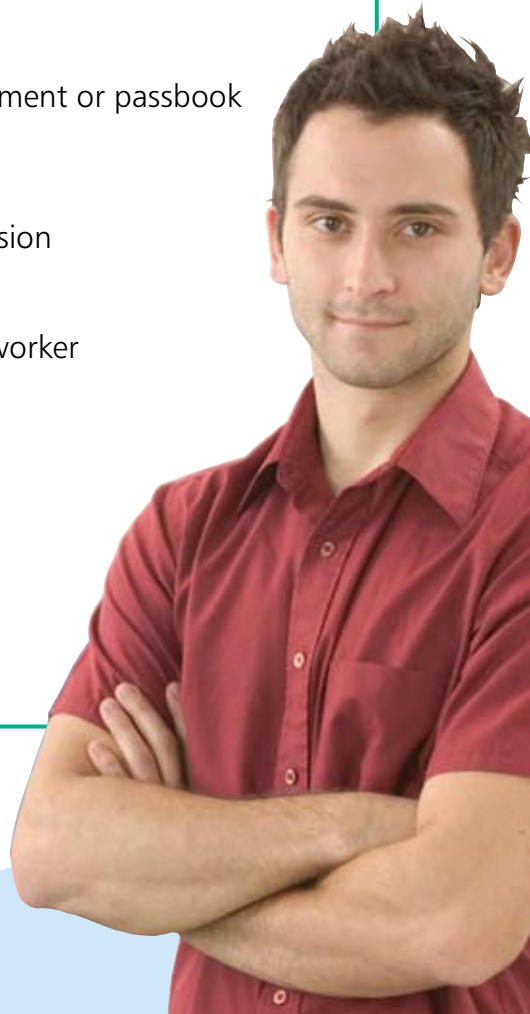
- A letter from the Jobcentre/Pension Service or Inland Revenue
- A wage slip or pension slip
- P45 or P60
- A bank statement showing the payment of Income Support or Jobseekers' Allowance



Identity

You (and your partner) must provide one other document in addition to the one used to prove your NI number. This could be:

- Birth, marriage or divorce certificate
- Driving licence. If you have a photo driving licence then you must also show the counterpart
- Passport
- Bank or Building Society statement or passbook
- Home Office documents
- Letter from JobcentrePlus/Pension service or the Inland Revenue
- Letter from a solicitor, social worker or probation officer
- Medical card
- Recent utility bill (such as gas or electricity) in your name
- TV licence in your name



Income

You (and your partner) and any other adult living in your home needs to provide proof of their income. This could be:

- Wage slips (the latest five consecutive weeks, three fortnight's or the last two months)
- Letter from the JobcenterPlus/Social Security/Pension Service
- Self employed accounts
- A certificate of earnings completed by your employer (available on the back of the Housing Benefit claim form)

Savings

You (and your partner) need to provide evidence of all savings and any other capital, such as shares or bonds. This evidence could include:

- The last two statements or updated passbook from your bank, building society or Post Office account
- Proof of National Savings Certificates, PEPs, TESSAs, ISAs or Bonds
- Share certificates or dividend statements for stocks, shares or bonds.
- Proof of any other kinds of savings or investments



Changes in your circumstances

If your circumstances change, for example your income goes up or someone moves in or out of your home, then this could affect the amount of Housing Benefit that you receive. You have a legal duty to inform the North Lincolnshire Council Benefits section in writing. You can also notify them by using the online change of circumstances form on www.northlincs.gov.uk and follow the links for benefits.

If your circumstances have changed and your Housing Benefit entitlement is reduced, then it is possible that you may have been paid too much benefit. If this happens North Lincolnshire Council will write to you giving you full details and ask you to repay any money that you owe.

If you disagree with this then you will have the right to appeal to North Lincolnshire Council about their decision.

To avoid this happening it is important that you tell North Lincolnshire Council immediately if your circumstances change.

Visit us online
www.nlhomes.org.uk

Payments to North Lincolnshire Homes

You can have your Housing Benefit paid directly to North Lincolnshire Homes so we can pay it straight into your rent account. This is an easy and convenient way to deal with your Housing Benefit payments and it helps reduce the chances of you falling behind with your rent. We recommend that all our tenants choose this option. There is a section on the housing benefit application form for you to fill in to request this.

You can also choose to allow North Lincolnshire Homes to contact North Lincolnshire Council on your behalf should there be any problems with your Housing Benefit. Again we recommend this as it allows us to help sort out any delays and helps get your benefit paid quickly. Please ask us for an authorisation form to allow this.

If you think you may be entitled to Housing Benefit or if you are having difficulty paying your rent then please contact us.

If in doubt then make a claim as soon as possible.

Useful contact numbers:

North Lincolnshire Homes **01724 279900**

North Lincolnshire Council Housing Benefit **01724 296131**



No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的息，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

TELEPHONE 01724 279900
FREEPHONE 0800 032 63 63

www.nlhomes.org.uk