



BOROUGH OF HYNDBURN
HOME OF THE ACCRINGTON PALS

**BENEFITS, REVENUES
AND CUSTOMER CONTACT**

Accrington Town Hall
Broadway Offices
Accrington
BB5 1EZ

Payment changes

Section 1: Current payments

1. Name and address of tenant	
Name	
Address	
Postcode	

2. Name and address of landlord	
Name and address	
Postcode	

3. Are you the tenant? Please tick	<input type="checkbox"/>	Are you the landlord/agent? Please tick	<input type="checkbox"/>
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4. Housing Benefit reference	400203584
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5. Landlords reference	
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6. Who currently receives the Housing Benefit payment	Tenant <input type="checkbox"/>	Landlord <input type="checkbox"/>
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7. Why is the request being made? Please tick one of the following	Rent arrears Please go to Q8 <input type="checkbox"/>	Other Please go to Q9 <input type="checkbox"/>
Guidance -other could mean a person who is having difficulty managing their daily finances or they may have a medical condition which makes them unable to manage their finances.		

8. If you have ticked rent arrears please answer the following questions. We need to see proof of any arrears. Proof can be a rent book, a receipt book, bank statements, written confirmation from your tenant/landlord if applicable.	
a) How many weeks are you or is your tenant in arrears?	
b) How much is the total arrears?	£
c) What action, if any has been taken to recover the arrears?	

9. If you have ticked the box other, please explain why this person is not able to manage their own finances. We may ask for further information or evidence of this from the tenant and we may require professional or medical confirmation.

10. Have eviction proceedings started?	
10a If yes, what action has been taken so far?	
10b Has an eviction date been set, if so when is this?	

Section 2: Payment changes

11.	New Payee
Full Name of account holder	
Address (if different to address previously given in section 1)	
Postcode	
Relationship to the property	
Name of bank	
Address of bank	
Sort code	
Account number	

Section 3: Next steps

Supporting Documents

If you send this form, with all the supporting documents you need to provide, we will process your request within 3 working days of receiving your information. If we need to write to you for more information, this process will be delayed.

Proof of the statements provided in this form will need to be provided. This could be in the form of a rent book, medical evidence, receipts or other evidence you think will help the Council make a decision.

We will only accept original documents, not photo copies. We will return all original documents to you.

The Council will contact the other parties to confirm that the above details are correct

Please use this box to list the information the information or documents you have provided to support your change of address such as your new tenancy agreement.

If you are not able to provide all documents, please tell us here. You have one calendar month from submitting this form to provide this information. If you do not provide this information, your claim will be cancelled

Whilst the details are being checked if Housing Benefit is currently in payment the payments will be suspended.

This change may not be a permanent one. If this request is due to rent arrears once those arrears have been cleared payments may revert back to the tenant.

Section 4: Declaration

Even if someone else has filled this form in form you, you must sign this declaration if you can.

Please read this declaration carefully before you sign it:

- I understand that this claim form is made to you, my local council.
- I confirm that as far as I know, this information I have provided on this form is correct and complete
- I understand that if I have given information that is incomplete or incorrect that you may take legal action against me
- I agree that you will use the information provided to process my claim for Housing or Council Tax Benefit, or both, you may check some of the information with other sources as the law allows.
- I know that I must let you know in writing straight away about any change in my circumstance that could affect my claim.

- The council will use your information in line with the Data Protection Act 1998. We have a duty to protect public funds and we may use the information you have given us or share it with other organisations to prevent and detect fraud.

- The council will also share your information if we have a legal duty to do so, or where we believe that by doing so we can provide you with a better standard or service.

Signature of the person making this request	
Please print your name here	
Date	

Completing this form for someone else:

If you have completed this form on behalf of the tenant, the tenant's partner or the landlord of the property, please tell us why.

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Your name if you have completed this form on behalf of someone else	
Your signature	
Your relationship to the tenant/landlord	
Date	

Sharing information with your Landlord – for tenants only

Sharing information with your landlord could help us to deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed. If you give us permission, we would be able to tell your landlord whether:

- You have claimed Housing Benefits
- We have made a decision on your claim, or
- We need more information to make a decision on your claim.

We will not give your landlord any information about:

- Your personal household circumstances, or
- Your financial circumstances

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.

Signature	
Full name (please print)	
Date	

Sharing information with someone else.

If you would like to give anyone else permission to discuss your claim with us, you can do so by telling us about them on the next page.

Their name	
Their relationship to you	
Your signature	
Date	

Where to send your documents

You have several options for returning this information:

You can drop it in our post box: Our post box is on the right hand side of the automatic doors at the Broadway entrance to our offices. This sign-posted steel post box is secure and can be used 24 hours a day.

Post your documents to us at the following address:

Hyndburn Borough Council
Housing and Council Tax Benefits
Accrington Town Hall
Broadway
Accrington
BB5 1EZ

Contact us

For help with your application, for any other enquiries or to book an appointment to see us in person, please contact us using the following details:

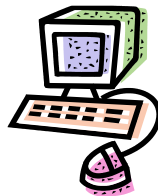
- Use our e-services online at www.hyndburnbc.gov.uk/benefits
- By email – enquiries@hyndburnbc.gov.uk
- By telephone – 01254 388 111

Please call or email our Customer Contact Centre, we are open:

Monday	Tuesday	Wednesday	Thursday	Friday
9:00 – 17:00	09:00 – 17:00	10:00 – 17:00	09:00 – 17:00	09:00 – 17:00

Please send or bring ORIGINAL DOCUMENTS ONLY – we cannot accept photocopies.

BENEFITS ONLINE



**Check your Benefits, Council Tax and Business Rates
on-line.**

Register at:

www.hyndburnbc.gov.uk

to get your unique PIN number