



BOROUGH OF HYNDBURN
HOME OF THE ACCRINGTON PALS

**BENEFITS, REVENUES
AND CUSTOMER CONTACT**
Accrington Town Hall
Broadway Offices
Accrington
BB5 1EZ

Documents to support your claim

When you make a claim for Housing Benefit and/or Council Tax Support, you need to provide documents and evidence to support the details that you have told us on your claim form. This information outlines the types of documents we will accept.

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

Identity

- Driving licence
- Bank Statements
- Benefit Award letter
- Birth Certificate
- Marriage Certificate
- Medical Card
- Passport
- Recent utility bill

Income – we need to see evidence for each income you have told us about.

- Benefits books e.g. Incapacity Benefits, Child Benefit, State Retirement Pension
- Letters of entitlement for each benefit you receive e.g. Child Benefits, Job Seekers Allowance, Employment Support Allowance, Personal Independence Payments
- Bank statements showing payments going in to your accounts
- Letters confirming private pensions

Earnings

- 5 most recent pay slips (if paid weekly)
- 2 most recent pay slips (if paid monthly)
- A certificate of earnings completed and stamped by your employer (available from us)
- Letter from your employer estimating your future NET earnings (only if you have recently started work)

Capital

- Bank and/or Building Society statement covering the last 2 months (credits and debits) – for all accounts that you have
- Shares/Stock certificates
- Bond certificates
- Proof of property or land owned with proof of outstanding loans

Rent

- An up to date tenancy agreement
- A letter from your landlord or agent confirming the rent you pay
- A confirmation of tenancy form completed by your landlord (available from us)
- The proof you provide must include the name and address of your landlord or agent, the amount of rent charged and how often this is charged and details of any services included in the rent such as heating or water rates.

Please turn over for details of where to send this information.

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 Benefits and Council Tax Support
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

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