

Useful contact details:



Benefits Dept:
Tel: 01756 706 288
Email: benefits@cravenc.gov.uk



Benefits Dept:
Tel: 0845 1211 555
Email: benefits@hambleton.gov.uk



Benefits Dept:
Tel: 01423 556 455
Email: ben_rev@harrogate.gov.uk



Benefits Dept:
Tel: 01748 829 100
Email: benefits@richmondshire.gov.uk



Benefits Dept:
Tel: 01653 600 666
Email: benefits@ryedale.gov.uk



Benefits Dept:
Tel: 01757 292 155
Email: benefits@selby.gov.uk



Benefits Dept:
Tel: 0800 083 0428
Email: benefits.office@scarborough.gov.uk

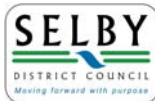


Benefits Dept:
Tel: 01904 551 556
Email: benefits@york.gov.uk

Other leaflets available:

- ▶ 1 How to claim
- ▶ 2 Non-dependant deductions
- ▶ 3 Overpayments
- ▶ 4 Extended payments
- ▶ 5 Understanding our Decision and Making an Appeal
- ▶ 6 Benefit on two homes
- ▶ 7 Benefit when you are away from home
- ▶ 8 Will you qualify?
- ▶ 9 Persons from abroad
- ▶ 10 When will your benefit start?
- ▶ 11 Students
- ▶ 12 Discretionary Housing Payments
- ▶ 13 Changes in circumstances
- ▶ 14 Backdated benefit
- ▶ 15 Second Adult Rebate
- ▶ 16 Benefit Fraud
- ▶ 17 Self-employed
- ▶ 18 Benefit for people who work

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Housing & Council Tax Benefit



How to Claim

Leaflet also available in large print

Introduction

This guide is one of a number produced with the aim of helping customers understand Housing and Council Tax Benefit.

It is intended as a general guide. People have different circumstances so for more detailed individual advice please contact your local Council's Benefits Service.

Can you claim?

You can claim if:

- You have to pay rent to a private landlord, housing association or for a Council property
- You have to pay Council Tax on your home
- You have a second adult receiving a low income in your house
- Your savings are £16,000 or less (different rules apply to pensioners)
- You are on a low income for example:
 - You work full or part time and receive a low wage
 - You receive Incapacity Benefit
 - You receive Income Support or Jobseeker's Allowance or any other state benefits
 - You receive Pension Credits or a small pension
- You have other adults with a low income in your household

Where do I claim?

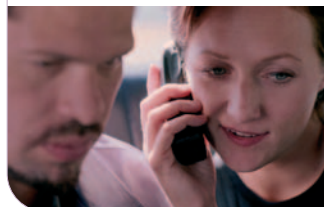
You need to complete a claim form and these are available from:

■ Local Council

You can get an application form direct from your local Council's Benefits Service. This will need to be filled in and returned with any ORIGINAL documentation to support your claim (further details are included on the claim form for your guidance).

■ Other Agencies

- Jobcentre Plus
For people of working age
- The Pension Service
For people aged 60 or over
- Citizens Advice Bureau
They will give you an application form which you must fill in and return



When should I claim?

You should claim as soon as possible. If you delay claiming you may lose benefit.

If you don't have all the original documentation, still return your claim to your local Council's Benefits Service. You can send your original documentation on later.

If you know your circumstances are going to change, you can send a claim form in advance of the change.

If you bring your completed form to your local Council's Benefits Service with all the information including original documents and proof of identity, this will help us make a prompt decision on your claim.

When will my benefit start?

Usually your benefit starts from the Monday following receipt of your claim form.

Sometimes different rules apply.

Please see our separate leaflet (No. 10) "When will your benefit start?"

We will tell you in writing if you qualify or not. If you do qualify we will tell you how much you will receive, how you will get it and the date your benefit will start.