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North Kesteven District Council

Housing Benefit Tenancy Questionnaire

Name and address
Postcode

If the address above is not the address you are claiming benefit for, give the full address and postcode in the box below.

Postcode

For official use only		
Date stamp		
Date received		
Date of request	/ /	Method
Date of issue	/ /	By
Claim reference		

- Use this form to claim help paying your rent.
- Take your time filling in this form. We will process your claim more quickly if you answer all the questions and provide all the proof we need with your fully filled-in form. You have one calendar month to fill the form in and provide all the proof we need. If you take longer than this, you may only get benefit from the date you provide all the information we need. It will depend on the reason for your delay.
- **Answer all the questions that apply to you. If you do not answer the questions, it will delay your claim. You must provide original documents, not copies. We will not pay any benefit until we get the proof.**
- Remember to sign the declaration on the last page.
- If you want help filling in this form or more information about claiming benefits, phone 01529 414155 or 01522 699699. You can also visit our offices, Info-links or Community Access Point offices for help and advice. They are listed inside this form. We can arrange an appointment to fill in your claim form over the phone. Please ask for this service.

How to claim

- 1 Fill in the form in black or blue pen. Do not use a pencil.
- 2 Read the instructions carefully as they tell you which parts of the form to fill in.
- 3 For many of the questions, you only need to tick a 'Yes' or 'No' box and then read the instructions that follow if we need more details.
- 4 You need to tell us about your tenancy, property and rent details if you want to claim Housing Benefit (including Local Housing Allowance).
- 5 Read through the form before you start to fill it in. It will help you if you get all the documents and other information together before you start to fill in the form.
- 6 If you need help or advice filling in the form, you can visit our offices, the Info-link offices or Community Access Points. Or you can ask Citizens Advice or the Benefit Unit for help. If you have a sickness or disability and you would like us to help you fill in this form, please call us using the phone numbers on the front of this form.



How we collect and use information

We will use the information we collect on this form and the proof you provide to process this claim and other financial benefits. We may pass the information to the Department for Work and Pensions, The Pension Service, Jobcentre Plus and HM Revenue & Customs, as the law allows. We may use the information to tell you about other money you could claim. We may use this information for council tax and other revenue collection.

We may check information provided by you, or about you, with other information we hold. We may also get information from other people and organisations, or give information to them to check the accuracy of information, prevent or detect crime, or protect public funds in other ways, as the law allows. These organisations include government departments, local authorities and private companies such as banks and organisations that may lend you money.

We will not give information about you to anyone outside North Kesteven District Council, or use information about you for other purposes, unless the law allows.

We are the data controller for the purposes of the Data Protection Act 1998. This means that we are responsible for keeping to the Data Protection Act 1998. If you want to know more about what information we have about you, or the way we use your information, write to North Kesteven District Council, Kesteven Street, Sleaford, Lincolnshire, NG34 7EF.

Section 1 Tenancy details

What date did you start renting this home?

How long is the tenancy for?

When is it due to end?

(If it is for a fixed period)

Do you or your partner share paying the rent with anyone else (such as a joint tenant)?

No Yes Give their names and their share here.

Does anyone pay you or your partner for living in part of your accommodation as a subtenant, boarder or lodger?

No Yes Give their names and the amount paid here.

Are you a council tenant?

No Tell us about your landlord below and then fill in sections 2, 3, 4 and 5.

Yes Go to section 5 about payment of Housing Benefit.

What is the name and address of your landlord or landlady?

Please note that we need the full name, for example, 'Mr John Smith', not 'Mr J Smith'. We also need the full postal address, including the postcode. We need this information even if your landlord has an agent.

We may contact this person or organisation to check details or make payments.

Name
Address
Postcode
Phone

What is the name and address of the landlord's managing agent or estate agent (if any) for the property?

This is the company, organisation or person who collects the rent or organises repairs, inspections, and tenancy agreements on behalf of the landlord.

We may contact this person or organisation to check details or make payments.

Name
Address
Postcode
Phone

Do you have a tenancy agreement?

No Yes Please provide it.

Do you have a rent book, rent receipt or rent card?

No Yes Please provide it.

Do you have letters from your landlord about your rent or tenancy?

No Yes Please provide it.

Go to section 2

Section 2 Rent and the services it pays for

How much is your total rent?

£

What period is this for? (Tick the box that applies.)

Daily

Weekly

Fortnightly

Four-weekly

Monthly

Three-monthly

Other (give details here)

Has your rent increased in the last 12 months? No

Yes

On what date?

/ /

When is the next rent increase due?

/ /

Services included in the rent

Do you pay water charges to Anglian Water? No Yes

(Still tick 'Yes' if your water charges are taken directly from your Income Support or Jobseeker's Allowance.)

Does your rent include any of the following services?

If a service is included in your rent, tell us how much is charged for the service in the space provided.

Tick box that applies

If your rent includes a service, how much is the charge? If you don't know the amount, tick this box.

Heating	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Hot water	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Lighting	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Fuel for cooking	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Washing clothes	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Gardening	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Personal care and support	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Council Tax	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Window cleaning - inside	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
- outside	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Television	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Water charges	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Cleaning your home	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Cleaning shared areas	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Phone	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Counselling and advice	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Other services (Please describe in the spaces here.)				
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Garage	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>
Parking space	No <input type="checkbox"/>	Yes <input type="checkbox"/>	£	<input type="text"/>

If your rent includes a garage or parking space, do you have a choice in renting these?

No Yes

Turn over the page to complete this section.

Section 2 Rent and the services it pays for (continued)

Meals

Does your rent include an amount for meals?

No

Yes

If you get meals included, which meals do you get?

Breakfast

Lunch

Evening meal

How often are these meals provided (for example, every day or at weekends only)?

Support services

Does your landlord provide a carer, hostel worker, support worker or warden to look after you or the property?

No

Yes

Does your landlord provide an emergency alarm system, community alarm or careline to get help if you need it?

No

Yes

Have you had a Community Care Assessment by social services to help you live in your home?

No

Yes

If you are under 25, have you ever been under a care order or been looked after by social services?

No

Yes

Rent registration

Has your rent been registered as a Fair Rent with The Rent Service?

No

Yes

(You can register your rent if your tenancy began for your home before 15 January 1989.)

If 'Yes', when was the rent registered?

/ /

Please send us the notice of registration.

Overdue rent

Do you owe your landlord any overdue rent and other charges, or have you missed any payments?

No

Yes

If you owe overdue rent and other charges, how much do you owe, what are they for, and why has it happened?

Is the Department for Work and Pensions taking any overdue rent straight from your Income Support, Pension Credit, Jobseeker's Allowance or Employment and Support Allowance?

No

Yes

Go to section 3

Section 3 Accommodation details

What type of accommodation do you live in?

Tick the box that applies.

Detached house	<input type="checkbox"/>
Semi-detached house	<input type="checkbox"/>
Terraced house	<input type="checkbox"/>
Detached bungalow	<input type="checkbox"/>
Semi-detached bungalow	<input type="checkbox"/>
Terraced bungalow	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>
Flat in a block	<input type="checkbox"/>
Flat in a house	<input type="checkbox"/>
Flat over a shop	<input type="checkbox"/>
Caravan or mobile home	<input type="checkbox"/>
Room	<input type="checkbox"/>
Hostel	<input type="checkbox"/>
Board and lodging	<input type="checkbox"/>
Shared room	<input type="checkbox"/>
Bedsit	<input type="checkbox"/>
Hotel	<input type="checkbox"/>
Other - describe in space below	<input type="checkbox"/>

How many floors are there in the whole building? (Tick all that apply.)		Which floors do you live on? (Tick all that apply.)	
Fourth floor, attic or higher	<input type="checkbox"/>		<input type="checkbox"/>
Third floor	<input type="checkbox"/>		<input type="checkbox"/>
Second floor	<input type="checkbox"/>		<input type="checkbox"/>
First floor	<input type="checkbox"/>		<input type="checkbox"/>
Ground floor	<input type="checkbox"/>		<input type="checkbox"/>
Basement	<input type="checkbox"/>		<input type="checkbox"/>

Do you live in the whole building or part of it? Whole building
Part of it

Does the property have central heating? No Yes

Does the property have a garden? No Yes

Does the property have a garage? No Yes

Go to the section at the top of the next page.

Section 3 Accommodation details (continued)

Is the property let as

fully furnished?
 partly furnished?
 minimally furnished?
 unfurnished?

Who is responsible for decorating the inside of your home?

Landlord
 Tenant
 Don't know

How many rooms are there in the property?

In the whole property Write the total number in the box.	For you and your family only Write the number in the box.	Shared with other people Write the number in the box.
Living rooms <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedsits <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedrooms <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathrooms <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchens <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other rooms (see below) <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What are the total rooms in the whole property? <input type="checkbox"/>	What are the total rooms for you and your family only? <input type="checkbox"/>	What are the total rooms shared with other people? <input type="checkbox"/>
If there are any other rooms, list them here.		

Do you live in a room, flat or bedsit?

No Give details below.
 Yes Go to section 4.

If your room, bedsit or flat has a number or letter, what is it?

Room number
 Flat number

Where is your room, bedsit or flat in the building if you look from the main road?

At the front?
 At the back?
 In the middle?
 Whole floor?

Have you moved room, bedsit or flat within the building since you last claimed Housing Benefit?

No
 Yes

The date you moved.

Go to section 4.

Section 4 Relationship with your landlord

In this section we need to know about any relationship you, your partner or children may have with the landlord, or their partner. If your landlord is an organisation, we need to know about your, your partner's and your children's relationship with that organisation and the people who own or run it. The landlord is the person who usually owns the property you live in and you have agreed to pay rent to. You must answer all the questions in this section.

'Related' includes related through marriage, even if the marriage has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, granddaughter, grandmother, son-in-law, nephew, cousin, or stepson and stepdaughter. This list is not complete. You should tell us more about the relationship in the space at the bottom of this page.

(Tick the box that applies.)

- Are you or your partner related in any way to your landlord?** No Yes
- Is your landlord your previous partner or your partner's previous partner?** No Yes
- Is your landlord, or their partner, your employer?** No Yes
- Is your landlord, or their partner, your partner's employer?** No Yes
- Is your landlord the parent of any children you or your partner are responsible for?** No Yes
- Is the property you are renting part of a trust which you or your partner are trustee or beneficiary of?** No Yes
- Are you or your partner the director of a company that is also your landlord?** No Yes
- Have you or your partner previously owned the property you are now renting?** No Yes
- Does the landlord live on the premises?** No Yes

If you have answered 'Yes' to any of these questions, use the space here to explain.

Go to section 5.

Section 5 Paying Housing Benefit (including Local Housing Allowance)

- If you are a council tenant, we will take your Housing Benefit off your rent.
- If you are a private tenant, we pay your Housing Benefit directly into your bank or building-society account. Tell us your bank account details below so we can pay you promptly.
- If you are pay rent to a Housing Association, registered charity, or voluntary agency or social landlord we can pay the benefit to you or directly to them.

How do you want us to pay your Housing Benefit?

I am a council tenant so pay it into my rent account. Go to section 6 below.

I am a tenant of a Housing Association, **my Landlord** Go to section 6 below.

voluntary agency or social landlord and want my benefit paid to: **me** Fill in your bank account details below

I am a tenant in privately rented property and understand my benefit will go straight into my Tell us about your account below.
bank or building-society account.

If you are a private tenant and would like us to pay your benefit direct to your landlord because you would have difficulty managing your rent, tick this box. We will ask you for more information.

Payments are usually made every four weeks or every month for the previous four weeks or month.

Name of bank or building society:

Full address:

Postcode

Whose name is the account in?

Account number:

Sort code:

Section 6 Sharing information with your landlord

Sometimes, sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed. We would only share information with your landlord if you:

- are a council tenant; or
- have agreed that your Housing Benefit can be paid directly to your landlord.

If you give us permission, we would be able to tell your landlord:

- whether or not you had claimed or renewed your claim for Housing Benefit and, if so, whether we have made a decision on your claim or not; and
- whether we need more information to make a decision on your claim and, if so, what information this is. There may be other information about your claim that we need to check with your landlord, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your landlord even if you have not given us permission to discuss anything else with your landlord.

We will not give your landlord any information about:

- your personal or household circumstances; or
- your financial circumstances.

I give you, North Kesteven District Council, permission, to share information about the progress of my Housing Benefit claim with my landlord or their representative.

Signature

Section 7 Your declaration (you must sign this or your claim is not valid)

Please read this declaration carefully before you and your partner sign and date it. Remember that if you make a false statement, we may prosecute you.

I understand the following.

- If I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- You will use the information I have provided to process my claim for Housing Benefit (including Local Housing Allowance) or Council Tax Benefit, (including Second Adult Rebate) or both. You may check some of the information with other sources within the council, rent offices and other councils as allowed by law. You may also contact my landlord or employer to check information I have given.
- You may use any information I have provided in connection with this and any other claim for state benefits that I have made or may make. You may give some information to other organisations, such as government departments, local authorities and private companies, such as banks and organisations that may lend me money, if the law allows this.
- You may also take this information into account for Discretionary Housing Payments.

I know I must let you know about any changes in my circumstances (promptly in writing) which might affect my claim, for example, if Income Support, Pension Credit or Jobseeker's Allowance stops for any reason, any increase or decrease in income or savings, any changes in household members or rent. I must notify you as soon as possible.

I declare the information I have given on this form is correct and complete.

Signature of the person claiming

Partner's signature

Date

Daytime phone number
(in case we need to contact you about your claim)

E-mail address

Have you signed the declaration above? We will not process your claim without it.

Section 8 Forms filled in by someone other than the person claiming

Please tell us why you are filling in this form for the person claiming.

As far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of person who filled in the form

Signature of this person

Relationship to the person claiming

Daytime phone number

Return this claim form to us as soon as possible.