



## Housing Benefit and Council Tax Benefit Change of circumstances form

Do not write in this box, it is for office use only.

Date of issue:

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Office receipt date stamp

### Please read these notes before filling in the form on the other side of this page.

Use this form to tell us about any changes in your circumstances or of anybody in your household, including your partner (if you have one). You must tell us about your change in circumstances as soon as it happens, or you may lose money that you are entitled to or you may get too much benefit, which you will have to pay back.

#### Examples of changes you must tell us about

- If your income, or the income of anyone living with you, changes.
- If you or your partner stop getting Income Support, income-related Employment and Support Allowance or Jobseekers' Allowance (you must tell us even if your benefit is stopped for a short period, for example, if you go on holiday).
- If you or your partner stop or start getting any other benefit or tax credit.
- If you or anyone you are living with starts work.
- If you are working and your hours or pay are increased or reduced, or if you change jobs or employer.
- If you or anyone living with you:
  - becomes a student;
  - goes on a youth training scheme;
  - goes into hospital or a nursing home;
  - goes into prison; **or**
  - changes or leaves a job.
- If your savings change by more than £250 (unless the total stays below £6000).
- If any of your children leave school, further education or home.
- If you get married or your partner joins your household.
- If anyone moves into or out of your home, including boarders and subtenants.
- If you have a baby.
- If your rent changes.
- If you or your partner are going to be away from home for more than two weeks.
- If you receive any decision from the Home Office.
- If anything else you have told us about before changes.

The examples given above are not the full list.

Please note, if you have moved, please use a **change of address form** to tell us about your new address. This will help us to process the change more quickly. You can now report a change in circumstances by phoning us on 0345 302 2312.

#### Proof

You must provide proof of your changed circumstances. If you are not able to send the proof with this form, please provide it within seven days. This will help to process the change more quickly.

Remember, we need to see proof of any change to:

- rent paid to a housing association or private landlord;
- any state benefits, allowances or pensions;
- earnings;
- personal, private or company pension;
- other income;
- shares, savings or property;
- self-employment;
- student grant, loan or bursary;
- money paid for childcare, maintenance, student grant or student loans; **and**
- income for other adults living with you who are not boarders or lodgers.

The examples given above are not the full list.

If you need more advice, please see the back of this form.

#### Filling in the form

- Fill in the form from page 2 onwards.
- Use black or dark blue ink.
- Do not use pencil.
- If you make a mistake, just cross it out and put the right details next to it.
- Do not use correction fluid.
- Do not put a cross in any of the boxes.

Once you have filled in and signed the form, please send it back with the proof we need to:

Lambeth Revenues and Benefits  
Olive Morris House  
18 Brixton Hill  
SW2 1RD.

## Part 1 About you

<b>Title</b> (Mr/Mrs/Ms/Miss/Other)	<input type="text"/>	<b>Date of birth</b>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<b>Claim reference number</b>	<input type="text"/> 8 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>First name</b>	<input type="text"/>			<b>Council Tax number</b>	<input type="text"/> 7 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Last name</b>	<input type="text"/>			<b>National Insurance number</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Daytime phone number</b>	<input type="text"/>				2 letters                      6 numbers                      1 letter
<b>Mobile phone number</b>	<input type="text"/>			<b>How do you want us to contact you?</b>	
<b>Email address</b>	<input type="text"/>			Email <input type="checkbox"/>	Text message (sms) <input type="checkbox"/>
				Post <input type="checkbox"/>	Phone <input type="checkbox"/>

## Part 2 Details of any change in circumstances

Please tick the box to show which change or changes you are reporting. We need **proof** and the **date** the change took place.

<input type="checkbox"/> A change to my household	from	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="checkbox"/> A change to my rent	from	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="checkbox"/> A change to my income	from	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="checkbox"/> Other changes	from	<input type="text"/> / <input type="text"/> / <input type="text"/>

Please give details of the change or changes. Please continue on a separate sheet if you need to and attach it to this form. Please sign and date the sheet you use.

Please tick the relevant box or boxes below to tell us what proof you have sent with this form. We must see proof of the change, such as recent entitlement letters, recent award letters or statements. We must see originals.

Wage slips

If you are paid every week, we need to see your wage slips for the last five weeks.

If you are paid every two weeks, we need to see three wage slips for the last six weeks.

If you are paid every four weeks or every month, we need to see wage slips for the last two months.

<input type="checkbox"/> Maintenance	<input type="checkbox"/> Income Support or Jobseeker's Allowance	<input type="checkbox"/> Wage slips
<input type="checkbox"/> Child Benefit	<input type="checkbox"/> Income-related Employment and Support Allowance	<input type="checkbox"/> Student loan or grant
<input type="checkbox"/> Working Tax Credit or Child Tax Credit award letter (or both)	<input type="checkbox"/> Disability Living Allowance and Attendance Allowance	<input type="checkbox"/> Current self-employed accounts
<input type="checkbox"/> State Pension or War Pension (or both)	<input type="checkbox"/> Carer's Allowance	<input type="checkbox"/> Rent increase notice
<input type="checkbox"/> Private pension award (most recent)	<input type="checkbox"/> Incapacity Benefit or Severe Disability Allowance (or both)	<input type="checkbox"/> Other proof (please give details below)
<input type="checkbox"/> Pension Credit award letter	<input type="checkbox"/> Contribution-based Employment and Support Allowance	<input type="text"/>
	<input type="checkbox"/> Private pension award (most recent)	

## Part 3 Declaration

I understand the following.

- If you pay me too much benefit because I have not given you correct or complete information, I will have to pay it back.
- You may take action against me, including court action, if I give false or inaccurate information.

Please work out my correct entitlement to Housing Benefit or Council Tax Benefit (or both).

Your signature	<input type="text"/>	Your partner's signature	<input type="text"/>
Date	<input type="text"/> / <input type="text"/> / <input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>

## Part 4 Promoting equal opportunities

We want to make sure we are providing everybody in Lambeth with equal opportunities. Please help us to do this by filling in this part. It will not affect your claim in any way if you do not fill in this part, but it will help us if you do.

I do not want to fill in this section.

What is your ethnic group? Please tick one box.

White  British  Irish  Any other white background

If you ticked 'Any other white background', please give details here.

Mixed  White and black Caribbean  White and Asian   
White and black African  Any other mixed background

If you ticked 'Any other mixed background', please give details here.

Asian  Indian  Bangladeshi   
Pakistani  Any other Asian background

If you ticked 'Any other Asian background', please give details here.

Black, black British  Caribbean  African  Any other black background

If you ticked 'Any other black background', please give details here.

Chinese or other ethnic group  Chinese  Any other ethnic background

If you ticked 'Any other ethnic background', please give details here.

If English is not your first language and you need help filling in this form, please phone 0345 302 2312.

Arabic	إذا كانت اللغة الإنكليزية ليست لغتك الأولى وتحتاج إلى المساعدة في إكمال هذا النموذج، الرجاء الاتصال بالرقم: 0345 302 2312
Bengali	ইংরেজী ভাষা যদি আপনার প্রথম ভাষা না হয়ে থাকে এবং এই ফরম পূরণে যদি আপনার সাহায্য-সহায়তার প্রয়োজন হয়, তাহলে অনুগ্রহ করে 0345 302 2312 নম্বরে টেলিফোন
Cantonese	如果英語不是你的母語，而你又希望有人協助你填寫本表格的話，請致電 0345 302 2312 提出你的要求。
French	Si l'anglais n'est pas votre première langue et que vous souhaitez obtenir de l'aide pour remplir ce formulaire, veuillez téléphoner au 0345 302 2312
Hindi	यदि अँग्रेज़ी आपकी प्रथम भाषा नहीं है और इस प्रपत्र को भरने में आपको मदद की आवश्यकता हो तो कृपया 0345 302 2312 पर संपर्क करें।
Portuguese	Caso Inglês não for a sua língua principal e precisar de ajuda para preencher essa forma, por favor, ligue para 0345 302 2312
European Spanish	Si el inglés no es su primer idioma y precisa de ayuda para llenar este impreso, por favor llamar al teléfono 0345 302 2312
Twi	Se brɔfo enye wo kasa a edikan na se wo hia mmoa a kyerew krataa yi mu a, fre ahomatorofo 0345 302 2312
Urdu	اگر آپ کی مادری زبان انگریزی نہیں ہے، اور آپ کو یہ فارم بھرنے میں مدد درکار ہو تو برائے مہربانی فون نمبر 0345 302 2312 سے رابطہ کیجئے۔
Yoruba	Bí èdè gẹ̀gẹ̀sì kì í bá ẹ̀dè abíníbí ẹ̀ tí o sì nílò ìrànlọ́wọ́ láti kọ àwọn ohun tó yẹ sínú fọ̀òmù yí, jẹ̀wọ́ pẹ̀ nọ́mbà yí 0345 302 2312

If you would like this information in large print, in Braille, on audio tape or in another language, please phone 0345 302 2312.

# How to contact us for help and advice

## By phone

0345 302 2312

The lines are open at the following times.

Monday to Friday 9am to 5pm

## By email

benefitsinfo@lambeth.gov.uk

## In person

Brixton Customer Centre  
Olive Morris House  
18 Brixton Hill  
London  
SW2 1RD

The Brixton Customer Centre is open at the following times.

Monday to Wednesday 9am to 5pm, Thursdays 9am to 7pm, Fridays 9am to 5pm

Gracefield Gardens Customer Centre  
2 to 8 Gracefield Gardens  
Streatham  
London  
SW16 2ST

The Gracefield Gardens Customer Centre is open from  
Monday to Friday 9am to 5pm

## Other help

If you are a council tenant you can make a claim, report a change in your circumstances or get help from your area housing office. Please call **0345 302 2312** for details.

If you are a client of Housing Supply and Demand you can make a claim, report a change in your circumstances or get help from the Housing Supply and Demand office.

If you are housebound and want us to visit you at home, please phone us on **0345 302 2312**.

## You can also get help from the following organisations.

Age Concern Lambeth  
Third Floor  
336 Brixton Road  
London  
SW9 7AA  
Phone: 020 7733 0528

Clapham Community Project  
St Anne's Hall  
Venn Street  
London  
SW4 0BN  
Phone: 020 7627 0240

Lambeth Law Centre  
Unit 4 The Co-op Centre  
11 Mowll Street  
London  
SW9 6BG  
Phone: 020 7840 2000

Brixton Advice Centre  
167 Railton Road Brixton  
London  
SE24 0LU  
Phone: 020 7733 4674

Disability Advice Service Lambeth  
336 Brixton Road  
London  
SW9 7AA  
Phone: 020 7738 5656

Housing Supply and Demand  
2-7 Town Hall Parade  
Brixton Hill  
London  
SW2 1RP  
Phone: 020 7926 4200

Centre 70  
46 Knights Hill  
West Norwood  
London  
SE27 0JD  
Phone: 020 8670 0070

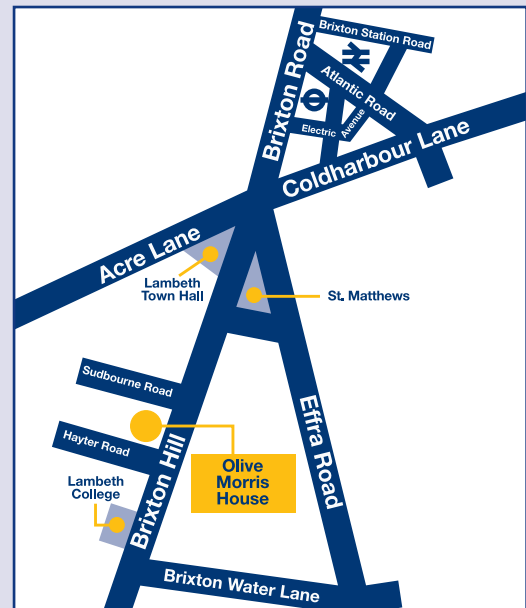
Citizens Advice Bureau  
Ilex House  
1 Barrhill Road  
London  
SW2 4RJ  
Phone: 020 8674 8993

Waterloo Action Centre  
14 Bayliss Road  
Waterloo  
London  
SE1 7AA  
Phone: 020 7261 1404



**INVESTOR IN PEOPLE**

## Brixton Customer Centre



## Gracefield Gardens Customer Centre

