

Discretionary housing payment form

<p>Office use only</p> <p>Date of issue:</p>	<p>Version: Oct 2006</p>	<p>Office receipt date stamp</p>
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Notes Please read the notes before filling in the form

The discretionary housing payment (DHP) scheme helps people who need more financial help with their housing costs. We can pay it on top of your normal Housing Benefit or Council Tax Benefit if we consider that you need the extra help. DHPs are not benefits. They are separate payments which we make.

To apply for a DHP, fill in sections 1 to 4 using 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. Once you have filled in and signed the form, please send it back to the address below.

When can you claim?

We can consider you for discretionary housing payments if:

- you are already getting Housing Benefit or main Council Tax Benefit (or both);
- you get less than full Housing Benefit or main Council Tax Benefit (or both), for example, if a deduction is made from your benefit for someone else living in your home or if there is a gap between the benefit you get and the rent you pay; **and**
- you need extra help with your Housing Benefit or main Council Tax Benefit (or both).

What we can't make a DHP for

We cannot pay discretionary housing payments for:

- ineligible service charges such as water rates or fuel costs;
- increases in your rent to cover missed payments; **or**
- any housing cost arising before 2 July 2001.

When can't you claim?

We cannot pay discretionary housing payments if:

- your benefit is suspended;
- you receive Second Adult Rebate and have no entitlement to normal Council Tax Benefit; **or**
- you already receive the maximum benefit.

However, if in doubt, please make a claim.

Who will qualify for DHPs?

We will look at each claim individually. You must be able to show why you need extra financial help. You should explain your reasons, for example:

If you are ill or disabled - "Because of my illness, I need a special diet, which is very expensive." You should tell us how much extra money you spend on any special food. You should explain the problems or difficulties your illness or disability causes and why DHPs might help.

You should send us as much proof as you can, for example, a letter from your doctor and receipts for special purchases.

We may also take into account:

- your income;
- your outgoings;
- your rent;
- the people who live with you;
- your health; and
- whether your Housing Benefit is limited because of a rent officer's decision and you need time to find a cheaper property to rent.

It will help us if you give us as much information and supporting proof as you can.

How much DHP can you get?

The maximum amount of DHP will depend on the amount of rent or Council Tax you have to pay and the amount of Housing Benefit and Council Tax Benefit you get. It will also be affected by whether you have any deductions or pay charges which are not eligible for Housing Benefit.

If you want to claim a DHP, please fill in this form and send or bring it to us straight away. If you don't have all the proof you need, give us the form anyway and tell us about the proof you will send in. However, we must get all the proof within one calendar month of the date we receive your form. If it will take you longer, please write and explain why. You must write within one calendar month of the date we receive your form.

What happens next?

If we decide to award you a DHP, we will write and tell you how much you will get and for how long. You will then get the extra payments along with your normal benefit payments. If you are not awarded a DHP, we will also tell you the decision in writing and will give you a reason.

Telling us about a change

It is your responsibility to tell us (in writing) about any changes that might affect the amount of DHP that you get. If you fail to tell us about the change within one month, this could result in an overpayment of DHP which you will have to pay back.

What happens if you disagree with our decision?

If you disagree with our decision about your claim for a DHP, you can ask for a review. You must do this in writing and explain why you disagree. You must write within one calendar month of the date that we told you about our decision. We will look at your claim again. You will then be told of the outcome of your request for a review in writing.

You can contact us for further advice. There are details on page 4 of this form.

Section 3 Declaration

Before signing the form, please read this declaration.

I understand the following.

- You will use the information I have provided to process my claim for a discretionary housing payment
- You may check the information I have provided against the information you already have.
- You can make any necessary enquiries to check the information I have given.
- If the information I have given on this claim form is incorrect, you may take action against me. This may include court action.

I know that I must let you know in writing of any changes in my circumstances.

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

Your signature

Date

Partner's signature

Date

Promoting equality

Please help us to make sure that all groups in the community are claiming their full entitlement to benefit by filling in this part. It will not affect your claim in any way if you do not answer. You do not have to fill in this part, but it will help us if you do.

What is your ethnic group? Please tick one box.

I do not want to fill in this section.

White British Irish Any other white background

If 'Other', please give details

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

If 'Other', please give details

Asian Indian Bangladeshi
Pakistani Any other Asian background

If 'Other', please give details

Black, black British Caribbean African Any other black background

If 'Other', please give details

Chinese or other ethnic group Chinese Any other ethnic background

If 'Other', please give details

How to contact us for help and advice

By phone

020 7649 9311

The lines are open at the following times.

Mondays to Fridays:

8.30am to 6pm

Saturdays: 9am to 1pm

In person

Lambeth Benefits Service

Olive Morris House

18 Brixton Hill

London

SW2 1RL

The office is open at the following times.

Mondays, Tuesdays and Fridays:

8am to 4.30pm

Wednesdays: 8am to 1pm

Thursdays: 8am to 7pm

For Streatham residents

Lambeth Contact

85-87 Streatham High Road

London

SW16 1PH

The office is open at the following times.

Mondays, Tuesdays, Thursdays

and Fridays: 9.30am to 5.30pm

Wednesdays: 1pm to 5pm

Saturdays: 9.30am to 1pm

Other help

You can also get help filling in this form.

Please call the number below for details.

If you are a council tenant, you can get help from your local housing office.

If you are housebound and want us to visit you at home, please phone us on **020 7649 9311**.

If English is not your first language and you need help filling in this form, please phone 020 7649 9311.

Arabic

إذا كانت اللغة الإنكليزية ليست لغتك الأولى وتحتاج إلى المساعدة في إكمال هذا النموذج، الرجاء الاتصال بالرقم : 020 7649 9311

Bengali

ইংরেজী ভাষা যদি আপনার প্রথম ভাষা না হয়ে থাকে এবং এই ফর্ম পূরণে যদি আপনার সাহায্য-সহায়তার প্রয়োজন হয়, তাহলে অনুগ্রহ করে 020 7649 9311 নম্বরে টেলিফোন করুন

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 020 7649 9311 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 020 7649 9311

Hindi

यदि अँग्रेजी आपकी प्रथम भाषा नहीं है और इस प्रपत्र को भरने में आपको मदद की आवश्यकता हो तो कृपया 020 7649 9311 पर संपर्क करें।

Portuguese

Caso Inglês não for a sua língua principal e precisar de ajuda para preencher essa forma, por favor, ligue para 020 7649 9311

European Spanish

Si el inglés no es su primer idioma y precisa de ayuda para llenar este impreso, por favor llamar al teléfono 020 7649 9311

Twi

Se brɔfo ɛnyɛ wo kasa a edikan na se wo hia mmoa a kyerew krataa yi mu a, frɛ ahomatorofo 020 7649 9311

Urdu

اگر آپ کی مادری زبان انگریزی نہیں ہے، اور آپ کو یہ فارم بھرنے میں مدد درکار ہو تو برائے مہربانی فون نمبر 020 7649-9311 سے رابطہ کیجئے۔

Yoruba

Bí èdè gẹ̀gẹ̀sì kì í bá ẹ̀dè abíníbí ẹ̀ tí o sì nílò ìrànlọ́wọ́ láti kọ àwọn ohun tó yẹ sínu fọ̀mù yìí, jòwọ́ pe nọmbà yìí 020 7649 9311

If you would like this information in large print, in Braille, on audio tape or in another language, please phone 020 7649 9311.



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