

# Proof needed when making a benefit claim

Since this leaflet was printed, some details have changed including opening times for the [customer centres](#) and the telephone number for our benefits contact centre, which is **0345 302 2312**.

We no longer require proof of receipt of state benefits at the time you submit your claim.



Lambeth

Proof needed when making  
a benefit claim



You need to provide us with proof to support your claim. Please use this leaflet as a guide to show what documents we can accept as proof, or call Lambeth Revenues and Benefits on 0845 300 0328.

We need proof for you and your partner, if you have one. If you have any adults living with you in your property who are not boarders, lodgers or subtenants, you must provide proof of their income and savings. **You must provide all the proof we need or we may not be able to work out your benefit.**

**If you are making your first claim for housing benefit and/or council tax benefit you need to provide proof of identity for you and your partner, if you have one. We need to see at least **two** documents for you and at least **two** documents for your partner. At least one of each persons' documents must show his or her National Insurance (NI) number.**

**Here are some of the documents we can accept as proof.**

### **NI number**

- P45
- P60
- Wage slip or payslip showing your NI number
- Tax letter from HMRC
- Current benefit book (not Child Benefit book)

- Award letter from the DWP, or Jobcentre Plus, PDCS or HMRC
- NI card
- Contributions forms.

### **Identity**

- Valid passport (any country)
- Residence permit
- Alien Registration Certificate
- Immigration and Nationality Directorate travel documents
- Identity card
- Full driving licence (paper/photocard)
- Certificate of employment from HM Forces
- Birth, adoption or marriage certificate
- Divorce, annulment or separation papers
- Home Office Standard Acknowledgement Letter (SAL 1 or SAL 2).

## **Identity**

**(Secondary documents that may be used as proof of identity.**

**You will need to provide more than one document for each person)**

- Rent book, card or tenancy agreement
- Credit, debit or cheque cards
- Household bills, including utility bills (gas, electricity, phone, or water bill) within the last six months – preferably for your current address
- Bank or building society statement or passbook – preferably within the last two to three months
- Life assurance policy
- European Health Insurance card.

**Remember that any documents you provide to confirm your identity should be the originals.**

**Please do not send important documents through the post. You can bring them into Olive Morris House or Gracefield Gardens and we will check and photocopy them for you.**

**You will also need to provide proof for your claim if any of the following circumstances apply to you or your partner, if you have one.**

**If you are a Lettings First tenant you can visit their office or if you are a council tenant you can visit your local**

**housing office and we will check and photocopy your documents for you.**

## **Rent**

**(For private or housing association tenancies)**

- Your current tenancy or licence agreement
- A signed letter from your landlord or agent showing the names of tenants, the property address, the name and business address of the landlord or agent, the rent you pay and how often you pay it, the tenancy start date and length, and any service charges included in your rent
- A rent declaration form filled-in by your landlord, this can be found on page 25 of the claim form.

## **Earnings**

- Your last five payslips in a row (if paid every week)
- Your last two payslips in a row (if paid every month or four weeks)
- Your last three payslips in a row (if paid every two weeks)
- A certificate of earnings or estimated earnings form, filled-in by your employer.

## **Self-employment**

**(Two of the following)**

- Your audited accounts for the financial year

- Your own profit and loss accounts
- A self-assessment letter
- A filled-in SE11 form.

from any property you let or from a subtenant, boarder or lodger.

## **Student status**

- A letter from your college giving the term dates and total hours of study per week
- Your student grant, loan or bursary award, proof of any income
- Dependants' grants.

## **Any savings, capital and investments**

- Your latest bank or building society statement or book, post office account book covering the last two months
- Proof of ownership of premium bonds, stocks and shares
- National Savings Certificates.

## **State benefits, pensions, allowances or tax credits**

- A current award letter from the Department of Work and Pensions, Pension Service, Jobcentre Plus or the HM Revenues and Customs, or bank statement, which shows the amount and date of the award
- The first four pages of your benefit book with current uncashed orders.

## **Income and savings for any non-dependant living with you who is not a lodger, boarder or subtenant**

- Details of any earnings, benefits allowances or savings.

## **Personal, private or company pensions**

- Your most recent payment advice slip
- A letter from your company pension provider.

## **Outgoings for children (This is for childcare costs, student maintenance payments, student grants or loans paid out by you or your partner)**

- An official letter from the childminder or nursery showing how much you pay, how often you pay it, and the childminder's registration number
- An official letter confirming student maintenance payments, student grant or loan payment.

## **Any other income paid to you or your partner**

- Evidence of other income such as maintenance paid to you by a former partner, or rent received

# How to contact us for help and advice

## By phone

**0845 300 0328**

The lines are open at the following times:  
Mondays to Fridays 8.30am-6pm  
Saturdays: 9am-1pm

## In person

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

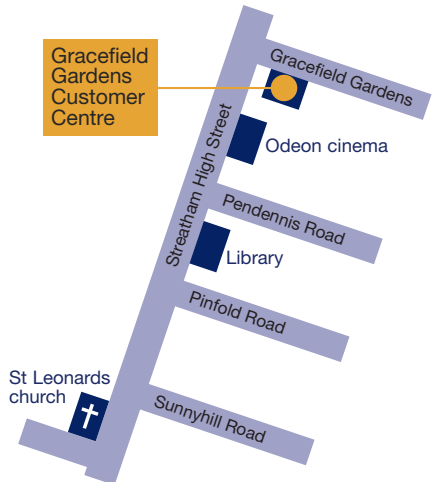
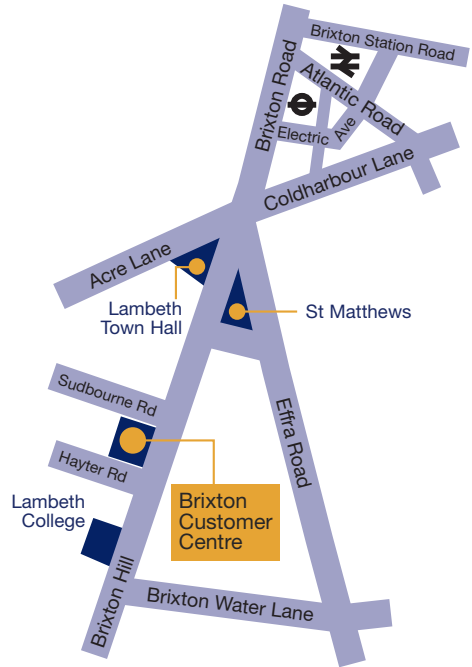
Office opening times:  
Monday, Wednesday and Friday:  
8.30am-5.30pm  
Tuesday: 8.30am-3pm  
Thursday: 8.30am-7pm  
Saturday: 10am-2pm

**Gracefield Gardens Customer Centre**  
**2-8 Gracefield Gardens**  
**Streatham**  
**London**  
**SW16 2ST**

Office opening times:  
Monday, Thursday and Friday:  
8.30am-5.30pm  
Tuesday: 8.30am-3pm  
Wednesday: 8.30am-7pm  
Saturday: 10am-2pm

**If you are housebound and cannot get to our offices, please phone us on 0845 300 0328**

## Where we are



Some people try to defraud the benefit system, taking money that should go to those who really need it. We want to stop the system being abused and we would welcome any help you can give us. **Please phone the fraud hotline on 020 7926 1111 or write to LBIT (Lambeth's Benefit Fraud Investigation Team), Olive Morris House, Brixton Hill, London, SW2 1RL.**

**We will treat any information you give us in strict confidence, and you do not have to give your name or address if you do not want to. If you know someone who is taking advantage of the system, please let us know. We promise there will be a full investigation.**

#### **Spanish**

Si desea esta información en otro idioma, rogamos nos llame al 0845 300 0328

#### **Portuguese**

Se desejar esta informação noutro idioma é favor telefonar para 0845 300 0328

#### **French**

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 0845 300 0328

#### **Bengali**

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন 0845 300 0328

#### **Twi**

Se wope saa nkaeboy yi wo kasa toforo mu a fre 0845 300 0328

#### **Yoruba**

Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 0845 300 0328

**If you would like this information in large print, in Braille, on audio tape or in another language, please phone 0845 300 0328.**