



Housing Benefit and Council Tax Benefit Change of address form

Please do not write in this box. It is for office use only.

Version: April 2011

Office receipt date stamp

Date of issue:

Please read all of the notes shown on this page and in parts 8 and 9 of this form before you answer the questions.

Use this form to tell us about your change of address and if you want to make a claim for Council Tax Benefit and Housing Benefit at your new address. You can now report a change in circumstances by phoning us on 0345 302 2312.

- Use black ink.
- Do not use pencil.
- If you make a mistake, just cross it out and put the right answer next to it.
- Do not use correction fluid.
- Do not put a cross in any of the boxes.
- If you answer a question with a cross, we may have to send the form back to you.
- If the part applies to you, please answer with the correct details (write **Yes**, **No** or **tick** the box that applies).
- Sign and date the form before sending it back with all the proof we need.
- Please return this form immediately. If you cannot provide all the evidence we need, do not delay in returning the form; tell us what evidence you will be sending and remember to send it to us within one calendar month.

Part 1 About you

Title
(Mr/Mrs/Ms/Miss/Other) **Date of birth** / /

First name

Last name

Daytime phone number

Mobile phone number

Email address

Claim reference number 8

Council Tax number 7

National Insurance number

2 letters 6 numbers 1 letter

How do you want us to contact you?

Email Text message (sms) Post Phone

Part 2 About your old address

Your old address and postcode
(include your room or flat number)

Date you moved out, or date you will move out, of your old address / /

Until what date are you being charged rent at the above address? / /

About your new address

Your new address and postcode
(include your room or flat number)

Date you moved in, or date you will move in, to your new address / /

Date from which you need to pay rent at the new address / /
(if this date is different from the date above)

Part 3 About your new tenancy

Is your new tenancy in joint names? Answer **Yes** or **No** If **Yes**, write the names of the joint tenants below.

Are you: a private tenant or boarder? a hostel tenant? If **Other**, give details below.

a housing-association tenant? an owner-occupier?

a council tenant? other?

If you are an owner-occupier or council tenant, you do not need to fill in parts 4, 5, 6 and 7.

Please go to part 8 on page 5 and continue to fill in the form.

If you are a private tenant, housing-association tenant or hostel tenant, please continue to fill in part 4 onwards.

Part 4 New rent details

From what date did you start paying rent at this address? / /

How much rent do you pay? £

How often do you pay your rent?
(Every week, two weeks or month.)

If you owe rent for this address, please tell us how much. £

Do you have any weeks when you do not have to pay rent? Answer Yes or No

If Yes, how many rent-free weeks do you have in a year?

What type of tenancy do you have?

(For example, shorthold or assured shorthold.)

How long is the tenancy?
From: / /
To: / /

Does anyone else share the rent with you and your partner? Answer Yes or No

If Yes, give their names and their relationship to you or your partner.

How much rent do they pay? £

How often do they pay rent? every

If you pay rent for your new home, who do you pay it to?

Is this? a landlord an agent (please tick)

What is their business address?

Does your landlord live at the same address as you? Answer Yes or No

Are you or any member of your household related to your landlord, your landlord's agent or the trustee who you pay rent to?

('Related' includes related through marriage, even if the marriage has ended.)

Answer Yes or No

If you answered Yes to the question above, please tell us their names and their relationship to the landlord, agent or trustee.

Part 5 New rent charges

Does your rent include the following? If Yes, give the amount and how often.

Includes	Answer Yes or No	Amount	How often?
Meals	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
For which meals? (please tick)	Breakfast <input type="checkbox"/>	Lunch <input type="checkbox"/>	Dinner <input type="checkbox"/>
Water charges	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Heating	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Lighting	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Hot water	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Fuel for cooking	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Laundry	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every
Cleaning rooms or windows	<input type="checkbox"/>	£ <input type="text"/>	<input type="text"/> every

Part 5 New rent charges (continued)

Does your rent include the following? If **Yes**, give the amount and how often.

Includes	Answer Yes or No	Amount	How often?
Gardening	<input type="checkbox"/>	£	every
Garage or parking space	<input type="checkbox"/>	£	every
Do you have to rent the garage as part of your tenancy agreement?	<input type="checkbox"/>	£	every

Are there any other services included in your rent? Answer **Yes** or **No**

If **Yes**, please tell us below what services are included.

<input type="text"/>	£	every
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Does your rent include money for personal care and support? Answer **Yes** or **No**

If **Yes**, have you told the Supporting People Team and Adults and Community Services Fairer Charging Team your new address? Answer **Yes** or **No**

Do you want us to tell them your new address? Answer **Yes** or **No**

Part 6 New property details

What is the property let as? (please tick one box)

Furnished Partly furnished Barely furnished Unfurnished

What sort of property do you rent? (please tick one box)

Bedsit Detached house Hostel with board and lodgings
 Studio flat Semi-detached house Residential care home
 Double bedsit Terraced house Room or rooms
 Flat in a house Bungalow Hostel
 Flat in a block Maisonette Hotel
 Flat over a shop Other accommodation

If you ticked '**Other accommodation**', please give details below.

If your accommodation is a room or rooms, bedsit, double bedsit or studio flat, where is it in the building?

Please tick one box here. Front Middle Back

Please tick one box here. Left Centre Right

Does your home have central heating? Answer **Yes** or **No**

Who is responsible for decorating your home? (please tick one box) You Your landlord

Will everyone who lived with you at the old address be moving with you to the new address? Answer **Yes** or **No**

If **No**, please tell us who will **not** be moving with you.

Part 6 New property details (continued)

Do you and your household use only part of the building you live in? Answer Yes or No

How many floors are there in the whole building?

What floor or floors do you live on? Basement Ground First Second Other

Please give the number of rooms: **in the whole property** **just for you** **that you share**

Living rooms

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Toilets

Kitchens

Other rooms

If you have put a number in 'Other rooms', please list these rooms.

Do you use your home for business? Answer Yes or No

Part 7 New payment details

If we award Council Tax Benefit or Second Adult Rebate, we will pay this into your council tax account.

If you are a council tenant, we will pay any Housing Benefit you are awarded into your rent account.

If you are a private tenant renting from a housing association, a charity or a hostel, normally you can choose how your benefit is paid. Payments can be made either into your own bank or building society account or to your landlord.

For all other private tenants, your benefit will be paid direct into your account. If you have difficulty managing your money it may be possible to pay your landlord. Please provide information and proof so we can make a decision.

Do you want your Housing Benefit paid direct into your bank or building society account? Answer Yes or No

If Yes, please fill in the details below.

Name of bank or building society

Bank or building society's address

Name of account holder

Account number

Sort code - -

Building society roll number

Do you want your Housing Benefit paid direct to your landlord or agent? Answer Yes or No

If Yes, please ask your landlord to fill in section B on page 8.

We cannot pay Housing Benefit into the Post Office® Card Account provided by JP Morgan Ltd. (This is an account that can only be used to receive state benefit, state pensions and tax credit payments.)

We cannot pay Housing Benefit by cheque.

If you do not have a bank account, and would like information about opening one, please phone us on 0345 302 2312.

Part 8 Sending us proof of your change of address

We need proof about your new rent charge or the rent charge for your new address. We may not be able to work out your benefit entitlement without this proof.

If you cannot send us proof with this form, you can send it later. We may stop paying benefit while we wait for your proof. We will write to you about this. If you do not send us the information, we may end your claim for Housing Benefit or Council Tax Benefit.

We will accept the following proof.

- A tenancy agreement
- A filled-in and signed landlord rent declaration form (see page 7 of this form)
- A letter from your landlord

Part 9 Changes in circumstances

You must tell us about any changes in writing or by phoning us on 0345 302 2312. Do not rely on anyone else to tell us. If you do not tell us about any changes, or you delay telling us, you may lose money you are entitled to or you may get too much benefit and have to pay it back.

It is an offence not to tell Lambeth Revenues and Benefits about any changes that may affect your benefit. Lambeth Revenues and Benefits may take action against you if you do not tell us.

Have you had any other changes in circumstances which may affect your entitlement to Housing Benefit or Council Tax Benefit (or both)?

Answer **Yes** or **No**

If **Yes**, please tick the box below to show what change or changes you are reporting and the date they apply from.

A change to my income from

A change to my household income from

A change to my household from

Another change from

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 all the sheets you use.

Part 10 Declaration

Please read the declaration below before you sign and date it. Even if someone else has filled it in for you, you must sign this declaration if you can.

I understand that:

- you will use the information I have provided to assess my claim for Housing Benefit or Council Tax Benefit or both;
- you will use the information I have provided to assess my liability for council tax;
- you may use any information I have provided in connection with this and any other claim for state benefits;
- you may check some of the information with other sources within the council, rent officers, other councils and Experian;
- you may give information to other government organisations, if the law allows this; and
- if you pay me too much benefit because I have failed to give you correct or complete information, I will have to pay this money back.

If I do not, you will take court action against me to recover the money.

I confirm that the information I have given is true and complete.

Please work out my entitlement to Housing Benefit or Council Tax Benefit.

Signature

Date

Your partner's signature

Date

To be filled in by the person filling in the form if it is not the person claiming

Why are you filling in the form for the person claiming?

Your name and address

Your signature

Date

Relationship to the person claiming (for example, relative, friend, appointee or landlord)

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

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:

Housing Supply and Demand

2-7 Town Hall Parade

Brixton Hill

London

SW2 1RP

Phone: 020 7926 4200

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 ফর্ম 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 ɛnyɛ wo kasa a edikan na ɛ wo hia mmoa a kyerɛw krataa yi
mu a, frɛ ahomatorofo **0345 302 2312**

Urdu

اگر آپ کی مادری زبان انگریزی نہیں ہے، اور آپ کو یہ فارم بھرنے میں مدد درکار ہو تو براہ 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 fọ̀mù yí, jòwọ́ pẹ nọmbà 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.

Some people try to commit benefit fraud, taking money that should go to those who really need it.

We want to stop this and we would welcome any help you can give us.

Please phone the **Fraud Hot Line** on 020 7926 1111 or write to **LBIF (Lambeth Benefit Fraud Investigation Team), Olive Morris House, 18 Brixton Hill, London, SW2 1RD.**

We will treat any information you give us as confidential, and you do not have to give your name and address if you do not want to. If you know someone who is committing benefit fraud, please let us know.

We promise to investigate fully.



Part 11 Landlord's tenancy declaration

If you do not have a tenancy agreement and you want to use this form as proof of the rent you pay to your landlord, please fill in **part A** below. Then tear this out and ask your landlord to fill in **part B**, sign it and send it back to us. Do not delay in returning your form. If you are a private tenant renting from a housing association, a charity or a hostel, normally you can choose how your benefit is paid, either into your own bank or building society account or to your landlord. If you want us to pay your landlord direct, you must fill in page 8. For all other private tenants, your benefit will be paid direct into your account. If you have difficulty managing your affairs it may be possible to pay your landlord. Please provide information and evidence so we can make a decision.

Part A You must fill this in

Your name and phone number	Your home address

Part B Your landlord or agent (if there is one) must fill this in

Landlord's name	Agent's name
Landlord's address and phone number	Agent's address and phone number
Landlord's email address	Agent's email address
When did the tenancy start?	How much rent do you charge?
/ /	£ every
What type of tenancy is it? (For example, shorthold.)	What date is the rent paid up to?
	/ /
Is it a joint tenancy?	Has your tenant missed any rent payments?
Answer Yes or No <input type="checkbox"/>	Answer Yes or No <input type="checkbox"/>
If Yes , name the joint tenants.	If Yes , how much do they owe?
	£
	For how many weeks or months?
How many rooms are there in the property?	Which rooms are shared with other tenants?
<input type="text"/>	<input type="text"/>
	How many are used only by the tenant's household?
	<input type="text"/>

Does the rent include any of the following?	Answer Yes, No or Don't know	Tell us the amount and how often this service is due to be paid.
Water rates	<input type="text"/>	£ every
Heating	<input type="text"/>	£ every
Lighting	<input type="text"/>	£ every
Hot water	<input type="text"/>	£ every
Cooking facilities	<input type="text"/>	£ every
Meals	<input type="text"/>	£ every
Council tax	<input type="text"/>	£ every
Other (give details)	<input type="text"/>	£ every

Landlord's declaration. Please read the declaration before you sign this form. As far as I know, the information I have given on this form is accurate. You can check the information on this form. I will tell you straight away if any of the information on this form changes. I know that you may prosecute me if I make a false statement. I understand that you cannot give me details of my tenant's claim without their permission.

Landlord's or agent's signature	Date
	/ /

Part 12 Payments direct to your landlord

If you want us to pay your Housing Benefit direct to your landlord or agent, please fill in part A below. Then tear this page out and ask your landlord to fill in part B, sign it and send it back to us.

Part A You must fill this in

Your name

Your address

Your phone number

Housing Benefit reference number
(if you know it)

8									
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Part B Your landlord or agent (if there is one) must fill this in

Landlord's name

Address

Phone number

Agent's name (if there is one)

Address

Phone number

I am the landlord or agent named above or I have permission to sign on their behalf.

I would like the Housing Benefit for the tenant to be paid direct to our bank account. The details are as follows.

Name of bank or building society

Bank or building society's address

Name of account holder

Account number

--	--	--	--	--	--	--	--

Sort code

		-			-		
--	--	---	--	--	---	--	--

Building society roll number

--	--	--	--	--	--	--	--	--	--	--

Landlord's declaration

Please read the declaration before you sign this form.

I am the owner or the agent of the property the tenant is living in.

I agree to accept Housing Benefit payments for the tenant named above.

I understand that I must tell you if I know about any change in circumstances that may affect this tenant's benefit.

I understand that if I am overpaid benefit for this tenant, it can be recovered from me as allowed by the Social Security Administration Act 1992 and the Housing Benefit (General) Regulations 2006.

I have read and understood this declaration.

Landlord's or
agent's signature

Date

Please return this form to: Lambeth Revenues and Benefits, Olive Morris House, 18 Brixton Hill, London, SW2 1RD. Phone: 0345 302 2312