

Housing Benefit & Council Tax Support Change of Address

COA17

Stour Valley and Poole Partnership...*Christchurch, East Dorset, North Dorset and Poole Councils' working together*

Name
Address

For office use only	
Reference number:	<input type="text"/>
Date issued:	<input type="text"/> / <input type="text"/> / <input type="text"/>
Date received:	<input type="text"/>



Complete this form online through your council website:
www.poole.gov.uk/apply/benefits-change-of-address or
www.dorsetforyou.gov.uk/benefits/housing-council-tax-support

- Before you fill-in this form, please read the notes over the page.
- You must answer all the questions on this form. Please use black ink.
- You can call us on **0345 034 4569** if you need assistance.
- If you don't have all the documents you need to support your claim we can give you time to get those. It is important that you return your claim form quickly or you may lose Housing Benefit or Council Tax Support.
- We recommend you do not send valuable documents such as bank books or passports through the post.
- Submit your form online or bring your completed form to your local benefit office with your supporting documents.

We will usually only talk to you or your partner about your claim. If you want us to talk to someone else, like a friend, relative, social worker, support worker, carer or landlord, please give his or her details here.

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Relationship to you	<input type="text"/>
Phone number	<input type="text"/>

Your daytime phone number(s) and email address.

You do not have to give these but they may help us to deal with your claim more quickly.

Home phone number	<input type="text"/>	Mobile number	<input type="text"/>
Email address	<input type="text"/>		

You can return the information to:

Stour Valley and Poole Partnership, PO Box 722, Poole, BH15 2YE

Or bring the information to:

Christchurch Borough Council, Civic Offices, Bridge Street, Christchurch, BH23 1AZ

East Dorset District Council, Ground Floor, Allenvie House, Hanham Road, Wimborne, BH21 1AG

North Dorset District Council Offices, Nordon, Salisbury Road, Blandford Forum, DT11 7LL

Borough of Poole, Civic Centre, Poole, Dorset, BH15 2RU

Email: svpp@poole.gov.uk

Phone: 0345 034 4569



Fraud Free phone confidential Hotline **0800 096 3596**

Part 1 About you and your partner (including Civil Partners)

Do you have a partner who normally lives with you?

A partner means a person you are married to or have a civil partnership with, or a person you live with as if you were their husband, wife or civil partner. (A civil partnership is a formal arrangement that gives same-sex partners the same legal rights as a married couple.)

No You must answer the questions below.

Yes If you have a partner, you must answer all the questions about them, as well as yourself.

	You	Your partner
Surname or family name	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Any other names you have used	<input type="text"/>	<input type="text"/>
Title (Mr, Mrs, Ms, other)	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value=" / /"/>	<input type="text" value=" / /"/>

National Insurance (NI) number

You can find this on payslips or letters from Department for Work and Pensions or the Her Majesty's Revenue and Customs. We cannot normally make a decision about your claim if we do not have your NI number.

Letters	Numbers	Letter
<input type="text"/>	<input type="text"/>	<input type="text"/>

If you do not have a National Insurance number, or cannot find it, tick this box.

Letters	Numbers	Letter
<input type="text"/>	<input type="text"/>	<input type="text"/>

If they do not have a National Insurance number, or cannot find it, tick this box.

Your new address

Do not tell us your partner's address if it is the same as yours.

<input type="text"/>	<input type="text"/>
Postcode	Postcode

When did you move to this address?

If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in

Your old address

Do not tell us your partner's address if it is the same as yours.

<input type="text"/>	<input type="text"/>
Postcode	Postcode

In addition to the change of address has there been a change in your circumstances?

No

Yes If Yes, complete the 'Change of circumstances form' on page 4.

Notes for filling in the form

You should use the 'Change of Circumstances Form' overleaf when you complete the change of address form if in addition to your change of address, your circumstances have also changed.

If your circumstances have not changed please detach the 'Change of Circumstances form' and keep it to notify the Benefits Service of any future change in circumstances.

Filling in the form

Please fill in this form in **black ink**. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.

Answer **No** or **Yes** questions by putting a tick in the relevant box. If you are picking an answer from a list of answers, **tick** the appropriate box. Do not put a cross in any boxes. If you answer a question with a cross, we may have to send the form back, and this will delay the claim.

If someone else fills in the form for you, they too must sign the form. There is a special space for them to sign.

Proof

We need to see proof of some of the things you write about on the form. Please ensure that all proof provided to support this application are original documents. There is a checklist in **Part 8** of the form to help you. If you are not sure if we need to see proof of something, get in touch with us and we will tell you what we need to see. We cannot pay the award until we have seen the proof we need.

If you need help to fill in the form

If you need any help, contact the Council's Benefits Service by telephone or visit us at the council's offices. If you have difficulty filling in the form and you cannot come into the offices, we may be able to arrange for someone to visit you in your home. Please telephone us to arrange a visit.

Or you can get in touch with an organisation like the Citizens Advice Bureau.

Information available online

Further information regarding Housing Benefit and Council Tax Support is available on your council's websites.

- If you are a resident of Christchurch, East Dorset or North Dorset go to: www.dorsetforyou.com/benefits
- If you are a resident of Poole go to: www.poole.gov.uk/benefits-and-council-tax/benefits

What to do next

When you have filled in the form sign it and send it to us with the proof we need to see, you can bring the form and proof to our offices. It is recommended that you do not send valuable items such as bank books or passports in the post. Bring them to the Benefit Office and we will get the information we need and give them back to you.

If you cannot get the proof we need straight away, do not worry. Send the form to us with the proof you do have and let us know that you will be sending some proof later.

If you do not send the form to us straight away, you might lose money.

How your Benefits Office collects and uses information

We will use the information you give in this form, and in any supporting evidence you send, to process your claim for Housing Benefit and Council Tax Support. It may also be used for the accounting and recovery of Council Tax.

The authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

These other bodies include government departments, like the Department for Work and Pensions; other local authorities and private-sector organisations such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows this.

Your local council is the data controller for the purposes of the Data Protection Act.

If you want to know more about what information we have about you, or the way we use that information, please ask us.

Getting your award right

We may need to visit you at home to confirm some of the details on this form.

Changes you must tell the Benefit Service about

Examples of changes you must tell the Benefit Service about include:

- a change in your tax credit payments;
- if any of your children leave school or leave home;
- if anyone moves into or out of your home, including lodgers and subtenants;
- if your income (including benefits), or the income of anyone living with you changes;
- if your Income Support, Jobseeker's Allowance, Employment Support Allowance or Universal Credit starts/stops;
- if your savings or investments change;
- 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 rent changes;
- if you move home;
- if you or your partner are going to be away from home for 4 weeks or more;
- if you or anyone living with you starts work; or
- if anything you have told us about changes.

If you are not sure, ask the Benefits Service for advice.

If you do not tell us about these changes, you may lose money you are entitled to or you may get too much benefit.

It is a criminal offence not to tell us about any change of circumstances that may affect your benefit. We may take court action against you and if we pay you too much benefit, you will probably have to pay it back.

Please do not delay as there may be a financial penalty if you do not tell us about a change that affects your Council Tax within 21 days of that change.

Name	<input type="text"/>
Reference number	<input type="text"/>
Telephone number	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	Postcode
Date of change or move	<input type="text" value="/ /"/>
My circumstances have changed in the following ways.	
Signature.	Date <input type="text" value="/ /"/>

Please send us the filled-in form or you may wish to email us at: svpp@poole.gov.uk
 You can complete and submit an online 'Change of Circumstances' form from your council's website.

Part 2 About children

We need to know about any children you are responsible for and live with you:

- under 16;
- aged 16 or 17 and registered for work or youth training; or
- aged 16, 17, 18 or 19 and in education doing a course not higher than A level or GNVQ (advanced).

Sometimes a child spends time in more than one household. If this is the case, use part 7 to explain this.

Are there any children in your household as described above? No Go to part 3.

Yes Fill in this Section.

If there are more than three children, use a separate sheet of paper to tell us all the information we ask for on this page and send it with the form.

Tick this box if you are sending a separate sheet of paper.

	First child	Second child	Third child
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
The child's relationship to you	<input type="text"/>	<input type="text"/>	<input type="text"/>
The child's relationship to your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets Child Benefit for them?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Usual address, if different from yours	<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"/>
	Postcode	Postcode	Postcode

Has any child at your old address not moved to your new address?

No

Yes If Yes, who?

Name

Part 3 About other people who live with you

Now tell us about all the other people who usually live with you and your partner.

Do not tell us about your landlord or people who just share a hall, bathroom or toilet with you.

Do any adults usually live with you and your partner? No Go to part 4.

By adults we mean people over 16 who nobody gets Child Benefit for. Yes Fill in this Section.

If there are more than three people, use a separate sheet of paper to tell us all the information we ask for on this page and send it with the form.

Tick this box if you are sending a separate sheet of paper.

	First person	Second person	Third person
Last name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value=" / /"/>	<input type="text" value=" / /"/>	<input type="text" value=" / /"/>
Their relationship to you or your partner	<input type="text"/>	<input type="text"/>	<input type="text"/>

Some examples are aunt, brother, daughter, father, grandson, grandmother, step daughter, joint tenant, joint owner, subtenant, lodger, boarder or friend.

National Insurance (NI) number

Letters	Numbers	Letter	Letters	Numbers	Letter	Letters	Numbers	Letter
<input type="text"/>								

Do they get Income Support or income-based Jobseeker's Allowance, Employment Support Allowance (Income Related) or Pension Credit, Universal Credit?

No

Yes We need to see proof of this.

No

Yes We need to see proof of this.

No

Yes We need to see proof of this.

Gross income

£ <input type="text"/>	a week	£ <input type="text"/>	a week	£ <input type="text"/>	a week
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Has any resident at your old address not moved to your new address?

No

Yes If Yes, fill in the section below

Name

Forwarding address

<input type="text"/>
Postcode <input type="text"/>

Part 5 About rent

Do you pay rent or a site fee for your home?

No Go to part 7.

Yes Complete the section below.

If you pay a site fee is this a single or a double pitch?

What is your landlord's full name and business address?

By landlord we mean the person or organisation who owns the property you live in

Postcode

If your landlord has an agent, tell us their full name and address

By agent we mean the person or organisation you actually pay your rent to.

Postcode

Is your landlord or agent, or your landlord or the agent's partner either

No

Yes what is the relationship?

- your former partner, or
- your partner's former partner, or
- related to you or your partner, or
- related to your children, or
- related to your partner's children?

Related includes related through marriage/civil partnership, even if the marriage/civil partnership has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

When did you start renting your home?

When did you move to this address?

If you have not moved in yet, tell us when you expect to move in, then tell us when you have actually moved in.

What sort of tenancy do you have? For example, you may have a 'six month assured shorthold' or a 'statutory assured shorthold'.

What period does the tenancy cover?

From / / to / /

Do you rent this property from a trustee of a trust where you, your partner or any of your children are trustee's or beneficiaries?

No

Yes

Do you rent this property from a company where you or your partner is a director or an employee?

No

Yes

Part 5 About rent continued

Does this property come with your job? No
Yes

What is the property let as? Tick the box that applies.

Furnished
Partly furnished
White goods only
Unfurnished

How much is your rent before Housing Benefit and how often should it be paid? £ every
For example, every week, every fortnight, every four weeks, monthly.

Does anyone else share the rent with you and your partner? No
Yes Tell us the details below.

Tell us their names and their relationship to you and your partner

Name
Relationship

How much of the rent do they pay and how often? £ every
For example, every week, every fortnight, every four weeks, monthly.

Has your rent changed in the last 12 months? No
Yes Send us proof of the date it changed and how much it changed.

When is the next rent increase due? / /

Has your rent been registered as a fair rent by a rent officer? No
Yes Please send us the notice of registration form RO5.

Do you have any weeks when you do not have to pay rent? No
Yes How many in a year?

Are you behind with your rent? No
Yes By how many weeks?

Who has to pay the Council Tax bill for your home? Tick the box that applies

You or your partner
Your landlord
Someone else Tell us who it is.

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at [Part 8](#) to see what you can use as proof or you can use the Certificate of Rent on page 17 of this form.

Does your rent include money for the following?

Meals **No**
Yes How much? £ every

For which meals? (please tick).

Breakfast
 Lunch
 Evening meal

Water authority charges **No**
Yes How much? £ every

Fuel for cooking **No**
Yes How much? £ every

Heating **No**
Yes How much? £ every

Lighting **No**
Yes How much? £ every

Hot water **No**
Yes How much? £ every

Laundry **No**
Yes How much? £ every

Cleaning rooms or windows **No**
Yes How much? £ every

Gardening **No**
Yes How much? £ every

Garage or parking space **No**
Yes How much? £ every

Do you have to rent the garage as part of the tenancy agreement? **No**
Yes

Personal care and general counselling and support **No**
Yes How much? £ every

Do you pay any service charges separate from your rent? **No**
Yes How much? £ every

For example, for cleaning or lighting in shared areas, an alarm system, a warden, general counselling or support, meals, or lift maintenance?

What for?

Part 5a About rent

Are you living away from home at the moment?

No

Yes Tell us about it below.

Why are you not living at home?

When did you last live at home?

/ /

When do you expect to go back home?

/ /

What is the address of where you are living at the moment?

Postcode

Have you sublet your home?

No

Yes Who lives there now?

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist at [part 8](#) to see what you can use as proof.

Part 6 How you will be paid and the choices you have

If you are awarded Council Tax Support, we will pay this into your Council Tax account.

If you are awarded Housing Benefit and you are a council tenant we will pay your award to your rent account.

How often would you like your Housing Benefit to be paid?

Every **two** weeks (in arrears).

Every **four** weeks (in arrears).

Section A - Tenants of housing associations or registered social landlords

We can pay your rent direct to your landlord or we can pay your money into a bank or building society account.

If you would like us to pay your landlord direct please tick this box.

If you would like us to pay your benefit to your bank account, please tick this box and complete **Section C** below.

If you require us to pay you by cheque, please tick this box and explain why you require payment by cheque in **Part 7**.

Section B - Private tenants

Under Local Housing Allowance rules your housing benefit will normally be paid into your bank or building society account.

Please provide details of the account into which you want your benefit paid by completing **Section C** below.

- if you require us to pay you by cheque, please tick this box and explain why you consider you need to be paid by cheque in **part 7**.
- If you need us to pay your landlord in order to secure or retain your tenancy, please either phone us for a 'Safeguard for tenants and landlords' form or download one from your council's website.

Section C - Payment into an bank or building society account

What name or names is the account in?

Please write the name or names as they appear on the cheque book, passbook or statement.

Full name and address of bank or building society.

Sort code - of the bank, building society or other account provider.
Please tell us all six numbers, for example 12-34-56.

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

Account number - This is 7 to 10 numbers long

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

More information if it is a building society account - Some building society accounts use a roll or reference number. The roll or reference number is on the passbook. The roll or reference can contain letters and numbers and can be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

Building society roll or reference number

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

Credit Union reference number

--	--	--	--	--

Part 7 Anything else you need to tell us

Please use this space to tell us anything else you think we should know about. Use a separate sheet of paper and attach it to this form if you need to.

If you are sending any separate sheets of paper with this form tell us how many sheets.

Part 8 Checklist

Please tick to say what evidence you are sending with this form.

We must see original documents, not copies.

You can bring evidence to the Benefit office. We will take the details we need and give you the documents back straight away. If you cannot get into the office, phone us for more advice.

If you do not provide all the evidence we need, we might not be able to pay you any benefit.

If you cannot send the evidence we need at the moment, send the form back to us now and send the evidence later. We can start to process your claim, but we may not be able to pay you any benefit until we have all the evidence.

- Evidence of your address** - Such as a recent gas or electricity bill or a TV licence.
- Evidence of private rent and tenancy** - Such as a tenancy agreement, rent book, rent receipts, or a letter from your landlord. If you are a council tenant you do not need to provide proof of rent and tenancy.

Make sure you read and sign the declaration on page 14

We must see evidence of your rent and tenancy before we can decide how much benefit you can get. Read the checklist above to see what you can use as proof or you can use the Certificate of Rent on page 17 of this form.

Part 9 Declaration

Even if someone else has filled in this form for you, you must sign this declaration if you can.

If you have a partner, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign.

Please read this declaration carefully before you sign and date it.

- The information I have given on this form is true and complete.
- I **understand** that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- I **agree** that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Support, (Council Tax Benefit if before 1 April 2013) or both. You may check some of the information with other organisations as allowed by the law.
- I **understand** you are under a duty to protect the public funds you manage, and may use the information I have provided on this form to prevent and detect fraud. You may also share this information with other bodies responsible for checking or managing public funds for the same purposes. These other bodies include government departments, like the Department for Work and Pensions, other local authorities and organisations such as banks and organisations that lend me money.
- I **know** that I must let you know in writing about any change in my circumstances which might affect my claim.

Signature of person claiming

Date

Partner's signature

Date

If this form has been filled in by someone other than the person claiming. Please tell us why you are filling in this form for the person claiming.

I declare I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of the person who filled in the form

Signature

Relationship to the person claiming

Date

Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to check information with your landlord before we can make a decision on your claim, for example the start date of your tenancy. In these circumstances, we can contact your landlord without your permission.

Under the Data Protection Act 1998 we need your permission to discuss anything else.

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

- you have claimed or renewed your claim for Housing Benefit;
- we have made a decision on your claim; or
- we need more information to make a decision on your claim, and what that information may be.

We will not give your landlord any information about:

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

You can withdraw your permission at any time.

It will not affect your claim if you do not give us permission to discuss your claim with your landlord.

If you want to give us permission to discuss your claim with your landlord, please sign below.

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

Signature	<input type="text"/>
Full name (in CAPITAL LETTERS)	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text" value="Postcode"/>
Date	<input type="text" value="/ /"/>



To the tenant

Please hand this form to your landlord and ask him to complete it and return it to you. The completed form should then be sent to the Benefits Service as soon as possible.

To the landlord

Please assist your tenant by completing this form and returning it to the tenant as soon as possible.

Name of tenant

Address of tenancy

 Postcode

Date tenancy started? / /

How much and how often is the tenant liable to pay? £ every

Are there any rent free weeks? No
 Yes If Yes, how many?

Is the rent paid up to date? No If No, state details.
 Yes

Does your tenant have a rent book? No
 Yes

Does your tenant have a written tenancy agreement? No
 Yes

Do you own the property? No
 Yes

If No, are you a licenced tenant? No
 Yes

Are you related to anyone in the household? No
 Yes Who?
 Relationship?

Related includes related through marriage/civil partnership, even if the marriage/civil partnership has ended. Some examples are ex-wife, ex-husband, aunt, brother, daughter, father, grandson, grandmother, son-in-law or stepdaughter.

Is the accommodation furnished? No
 Yes

How much notice is the tenant required to give? weeks/months

Are any of the following included in the rent?

Meals	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	For which meals? (please tick).
					Breakfast <input type="checkbox"/>
					Lunch <input type="checkbox"/>
					Evening meal <input type="checkbox"/>
Personal care and general counselling and support	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Water authority charges	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Fuel for cooking	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Heating	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Lighting	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Hot water	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	
Electricity	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How much? £ <input type="text"/>	every <input type="text"/>	

Any other services?

Please specify

Name of landlord

Address of landlord

Postcode

Phone number

Mobile number

Email address

I declare that this record is true and complete. I am aware that if I give incorrect information I may be prosecuted.

Landlords signature

Full name
(in CAPITAL LETTERS)

Date

Paying benefit to your landlord if you are a tenant of a Housing Association or Registered Social Landlord

Tear-off sheet

If you want us to pay your benefit straight to your landlord, you must sign this declaration. Please then detach this sheet and hand it to your landlord to sign.

The completed form should then be sent to the Benefits Service as soon as possible.

Your declaration

Please pay my Housing Benefit straight to my landlord.

- I understand that I must always tell you about any change in my circumstances.
- I understand that if I do not tell you about any change of circumstances and you pay me too much benefit because of this, I may have to pay back the extra benefit.
- I understand that I may be prosecuted if I do not tell you about any change of circumstances.

Signature

Full name

(in CAPITAL LETTERS)

Address

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Postcode

Date

Your landlords declaration

Please assist your tenant by completing this declaration and returning it to your tenant as soon as possible.

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

I understand that by law:

- I must tell you straight away if I find out about any change in the tenant's circumstances
- you can stop paying benefit to me if I do not tell you about any change of circumstances
- I can be prosecuted if I accept Housing Benefit which I know I am not entitled to, and
- if you pay me too much Housing Benefit for any tenant, I may have to repay it. You can take the amount of overpaid benefit from the benefit I get for any other tenants. This will not affect their rent.

Signature

Full name

(in CAPITAL LETTERS)

Address

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

Postcode

Phone number

Date

