

Page 2 - Discretionary Housing Payment Guidance Notes

Please read these guidance notes before completing your application form.

How to use this online form

This form uses the latest internet technology to make it quick and easy for you to complete and submit an online application. The form will help and guide you through your application and make sure it is filled in correctly. Once opened on the internet, you can fill in and save the form <u>off-line</u>. Reconnection to the internet is only required when submitting the completed form.

You can move between pages by using the **Next** and **Back** buttons, or directly to pages using the **Select Page** menu.

Dates: All dates on this form should be entered in the DD/MM/YYYY format, you should enter numbers using your keyboard separated by the *I* symbol.

Submitting the form: When you have completed the form and it is free of errors, pressing the **Submit** button will send the data over the internet to us, so that we can begin processing your form immediately.

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Help icons built into the form will also help guide you through the application, for further help in using this form click on the **Help** button on the control panel on the left.

What are Discretionary Housing Payments?

These are extra help for people who receive housing benefit and **Universal Credit Housing Costs Element** who appear to need further help to meet their rent payments. These are not intended to be long term ongoing payments; they are awarded on a short term basis while you take action to improve your circumstances

How do I get Discretionary Housing Payments?

To be considered you must complete the attached form and send this to the Councils' revenues and benefits section along with supporting documentary evidence.

What will I need to tell you?

When you complete the form we will need to know why you think you should get an additional payment towards your rent, what your circumstances are, any action you have taken to help yourself and anything else you think may help us make a decision. You should supply as much detail as possible so that we fully understand your situation.

You will also need to tell us about all the money you have coming into your household (income) and all the money you pay out each week (expenditure) and if possible provide your last two months bank statements.

When you have completed and returned the form we will consider all aspects of your circumstances before we decide if we can award you a discretionary housing payment. We may wish to visit you at home or ask you to come into the office to discuss your application further.

How will the benefits section make a decision about Discretionary Housing Payments?

We will consider all requests while trying to ensure that payments are made to those most in need. There is no list of circumstances that will automatically qualify you for an award. Each request will be considered on its own merits, but you will need to demonstrate that you do not have the means to pay the shortfall in your rent yourself and that you have not intentionally taken on a tenancy that you knew you could not afford. Wherever it is possible and reasonable to do so, you will be expected to take steps to improve the circumstances that have led to the need for a discretionary payment, for example - finding more affordable accommodation.

You can make a claim for Discretionary Housing Payments if you are in receipt of Universal Credit, but ONLY where Housing Costs are paid in your Universal Credit payment.

Can I claim Discretionary Housing Payments to cover all my housing costs?

Discretionary Housing Payments cannot be awarded for any of the following:

- Ineligible service or support charges (water, fuel, meals etc)
- Any rent you have to pay if you do not qualify for Housing Benefit
- · Increases in your rent to cover rent arrears
- Reductions of any benefit as a result of child support, non attendance at a work focused interview; employment sanctions or breach of community service orders
- Shortfalls caused by Housing Benefit overpayment recovery
- To help pay your Council Tax or any Council Tax arrears

Page 3 - Discretionary Housing Payment Guidance Notes

How much money can I get?

Discretionary Housing Payments will be paid at the discretion of the Council, but they cannot be greater than your weekly rent. For example if your eligible rent is £50.00 per week and your entitlement to Housing Benefit is £45.00, the maximum Discretionary Housing Payment you can get is £5.00 per week.

Discretionary Housing Payments are strictly limited each year. If a payment is awarded, it will last for a specified period of time. Once the period ends you can apply for another Discretionary Housing Payment award and this will be considered. Reported changes in circumstances can also reduce or end your award early, therefore the Local Authority must be advised of all changes as they occur.

If you are awarded a Discretionary Housing Payment and we later find out you should not have been entitled to it, we may ask you to return the money.

What if you turn my request down?

If your application for a Discretionary Housing Payment is turned down and there is something you feel we have not considered or were not aware of; we will look at our decision again if you write to us within one month of the date that we inform you that your claim has been refused.

I want to apply

If you wish to proceed with an application for Discretionary Housing Payments, please complete all sections of this application form and submit it to the Councils' Revenues and Benefits Service.

Changes you must tell us about straight away

You must tell the Councils' Revenues and Benefits Service immediately of any changes in circumstances affecting you, your partner or anyone else living in your home. For example:

- · any of your children leave school or leave home
- anyone moves into or out of your home, including lodgers, sub-tenants and joint tenants
- your income or the income of anyone living with you, including benefits, changes
- · your capital or savings change
- 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 employment
- · vour rent changes
- you move
- you or your partner are going to be temporarily absent from your home
- · you or anyone living with you starts work
- you receive any decision from the Home Office, or
- anything you have told us about changes

If you do not tell us about any changes, you may lose money you are entitled to or you may get too much money You must make sure that **you** tell us about any changes. Do not rely on someone else to pass the message on.

Privacy Notice

Flintshire County Council will use the information you give in this form, and any supporting evidence you send, to process your claim for Discretionary Housing Payments. This is required under Discretionary Financial Assistance regulations.

This information will be held securely on our system for a period of 7 years after your claim has been terminated.

Flintshire County Council may pass the information to other agencies or organisations such as the Department for Work and Pensions (D.W.P) and the HM Revenue & Customs (H.M.R.C), as allowed by the law.

Flintshire County Council may check information you have provided, or information about you that someone else has provided, with other information we hold. We may also get information about you from certain third parties, or give information to them to:

- •make sure the information is accurate
- •prevent or detect crime, and
- protect public funds.

Information received from HMRC and/or DWP that indicate a change of circumstances may result in your benefits being adjusted automatically by our system.

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

If you feel that Flintshire County Council have mishandled your personal data at any time you can make a complaint to the Information Commissioners Office by visiting their website or by calling their helpline on 0303 123 1113.

For further information about how Flintshire County Council processes personal data and your rights please see our privacy notice on our website - http://www.flintshire.gov.uk/en/Resident/Contact-Us/Privacy-Notice.aspx

Application For Discretionary Housing Payment

About you						
Title				_		
Surname or family name						
Other names Benefit Claim Number / Ref						
Address, including room number if you have one						
Telephone	Postco	ode				
Mobile						
Email address						
Other Household Member	rs / D	ependents				
Number of household members / dependents						
Name	ļ	Date of birth	Age	Relationship to you	Working / receiving income based benefits	N.I. Number
Have you been told that you	r Hous	sing Benefit awa	rd has be	en, or will be red	uced for any of the foll	owing reasons:
 Your landlord is the council are over-accommodated (th 					at you	
You have been affected by you are unsure the Housing						
 You have been told that you 	ur Hous	sing Benefit will b	e reduced	because the total	amount	
 of state benefits you are red None of the above apply to		is too high. (This	is known a	as the overall bene	efit cap).	
Thore of the above apply to	1110.					
About your circumstance	es					
What enquiries did you in address as to the level of be awarded?						
2 When did you move to t	nis add	ress?				
3 Could you afford the ren	t when	you first moved i	n? No [Yes [

Page	5 - Main form	Discretionary Housing P	ayment Application Form
Abo	out your circumstances	(continued)	
4	Have you tried to negotiat landlord? If Yes , what was If No , why not?		No
5	Did you pay a deposit or r this tenancy? If yes , how		No
6	What was your previous a	ddress?	
			Postcode
7	Why did you leave your pr	evious address?	
8	How long would you need	this extra help for?	
9	When do you need the ex	tra help from?	
10	How much can you afford	to pay towards your rent?	per month
11	Do you have any rent arre	ars?	No Yes How much?
12	What period do the rent a	rears cover?	From To
13	How and why have the an	rears occurred?	
14	What action has your land rent? Please send us prod	llord taken to recover your of of any action.	Court action Notice to quit Notice seeking possession A payment plan Other If other, please specify:
15	Please tell us how your actor you and your family.	commodation is suitable	
16	Please tell us how the area your family.	a is suitable for you and	
17		ur family have mobility need easy access to public yes, please provide details:	No
18	Have you or a member of problems or disabilities? If		No Yes
	Also enclose any supporting	ng evidence when you return ospital or clinic appointments,	

Page	e 6 - Main form	Discretionary Housing F	Payment Application Form
Abo	out your circumstance	s (continued)	
19	Has there been a death in 12 months? If yes - pleas	n your household in the past se give details.	No
20	Have you considered / tri accommodation? If yes - taken? If no , why not?		No Yes
21		our family or household who ent payments? If yes , please	No
22	Please tell us about any affecting you or any men should take into account	nber of your family that we	
23	Any additional informatic circumstances or unusua harder for you to pay you	al spending that makes it	
24	Are you a registered fost	er carer?	No
	How many children are	e you currently fostering?	
	How many children do	you usually foster at a time?	
	Please provide details you provide fostering s	of the organisations for who services.	
25		expected to share a bedroom sing Benefit is calculated:	
	A couple		
		than 10, regardless of sex over of the same sex	
	_	believe must have a bedroom	No

Pag	e 7 - Main form	Discretionary Housing P	Payment Application Form
Ab	out your circumstance	s (continued)	
26	Are you subject to the Ma commonly known as the ' If yes please complete th	ximum Rent Social Sector, Bedroom Tax'? e following section:	No
	Have you considered the If 'No' please explain why	e following:	
	Renting a spare room	out?	Yes No
	Taking on a sub tenan	t / boarder / lodger?	Yes No
	• Maring to a good law you	an artis?	Yes
	 Moving to a smaller pr If 'Yes', please give de moving properties 	operty? tails of any costs involved in	No
	• Talian matin material		Yes
	property?	exchange to gain a smaller tails of any costs involved in	No

Page 8 - Main form Dis	cretion	ary Housing I	Payment App	olication Form	
Use our calculator to convert	t amou	nts to weekly	and monthly	values for housel	nold income
Amount		Frequency		Weekly amount	Monthly
Your ar	nd		equals		
Oo you have a partner who lives with	•	No 🗌			
Household Income		Yes		Varus Da	utu o u
Tousenoid income		Weekly	Monthly	Your Pa	Monthly
Vages / Salary - Gross		Trookiy	montany	Troomy	Monthly
Vages / Salary - Net					
ncome Support, Jobseeker's Allowa	nce, or				
niversal Credit tatutory Sick / Maternity					
ay / Company Sick Pay					
orking Tax Credits					
ild Tax Credits					
tirement pension					
vate / Occupational pension					
nsion Credit					
apacity Benefit					
nployment Support Allowance					
rers Allowance					
A Care					
_A Mobility					
this used towards the cost of a car	?	Yes	No	Yes	No
P Daily Living					
P Mobility					
IP					
endance Allowance					
intenance					
usekeeping / money from people l h you	living				
her income / benefits					
nild Benefit					
niversal Credit					

Page 9 - Main form Use our calculator to co		nary Housing P unts to weekly a			sehold expe	nditure:
Amount		Frequency		Weekly amou		nly amount
Your	and		equals	-		
Expenditure	Weekly	Monthly			Weekly	Monthly
<u>Housekeeping</u>						
Rent you pay (the amount not covered by benefit)			Fuel MOT and (Car Maintenance		
Mortgage you pay						
Council Tax you pay			Costs	n or Recovery		
Food and Milk			Parking Ch	narges or Tolls		
Cleaning Products and Personal Toiletries				ous Car costs		
Newspapers and Magazines			<u>Phone</u>			
Cigarettes, Tobacco &			Home Pho	ne		
Sweets			Mobile Pho	one		
Alcohol			Other Pack	kages		
_aundry & Dry cleaning			Other Ex	<u>penditure</u>		
Clothing and Footwear			Insurance			
Nappies and Baby items			Health	1 Officies] [
Pet Food			Repairs / F	louse		
Other			maintenan			
Please Specify, must be			Hairdressir	ng Costs		
reasonable			Television			
Household Utilities			Cable, Sat Packages	ellite and Internet		
Gas				Rental costs		
Electric			School Me	als / Meals at		
Vater			work			
Oil			Pocket Mo Trips	ney and School		
Other			Lottery and			
Please Specify, must be			Hobbies / I	_eisure / Sport		
reasonable			Gifts			
Travel			Vet Bills ar	nd Vet / Pet		

Insurance Public Transport Other (Miscellaneous Costs) Other Please note these must be reasonably explained, however if Car Insurance detrimental to correct budgeting or affordability for essentials or priority debts, these should be omitted or downscaled. Vehicle Tax Total £

Page 10 - Main form Discretionary Housing Payment Application Form	
Use our calculator to convert amounts to weekly and monthly values:	
	thly amount
Your and equals	any amount
How much you pay towards this	
Priority debts / in arrears Amount Weekly Monthly	
Mortgage Arrears	
Rent arrears	
Community Charge arrears	
Council Tax arrears	
Water Rate arrears	
Gas / Electricity arrears	
Other fuel arrears	
Fines	
Court costs	
Maintenance arrears	
Total £	
Other Debts Creditor Name Owed Weekly Monthly	
Other Debts Creditor Name Owed Weekly Monthly	
Total £	
Debt Repayment	
Do any of your declared expenses include debt repayment? No	
Yes	
If Yes , what steps have you taken to reduce the level of the repayments?	

Page 11 - Main form Discre	etionary Hoເ	ısing Payment A <mark>l</mark>	pplication Form
Capital Do you or your partner have any Bank or Building Society accounts?	No 🗌 Yes 🗌 Ho	ow many accounts?	
	Amoun	t Whose?	Account Name and number
	1		
:	2 3		
	4 5		
Do you or your partner have any assets & investments - shares / bonds etc?		w many accounts?	
	Amoun	t Whose?	Account Name and number
	1 2		
:	3		
	4 5		
Do you or your partner have any property or land?	No D	rovide the approxim	ate value of the property / land:
	A T	ddress of the proper	rty / land
	Р	ostcode - UK only	

Page 12 - Main form	Extra Page						
Please use the box below to	tell us any further information regarding income, capital or expenditure.						
For example:							
• If you have taken steps relating to the management of your debts please explain your action - contacted CAB etc							
If you have more than 5 bank / building society accounts.							

Declaration	Declaration
When the fo	orm data has been submitted to us, please print this page.
Name of applicant	
Address for which	Our Submission Reference:
claim is being made	
	Postcode
	I in this for you, you must sign this declaration if you can. If you have a partner, it would by to confirm that all the details about them are correct, but they do not have to sign.
Please read this declaration	on carefully before you sign and date it.
provided in connection wis social security benefits the The council may give some organisations, such as go authorities and private-seand organisations that material allows this. I know that I must let you	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 application for a Discretionary Housing
Applicant's	Partner's
signature	Date Signature Date
I declare that as far as poss	sible, I have confirmed with the claimant that the answers I have written on this form are correct.
Name of the person who fi	
Signature	Date
Relationship to the person	n claiming
Telephone number Optiona	al (helpful if we have a query)
	ed and signed declaration to:

Declaration		Declaration					
Name of applica	nt						
Address for whice application is beinded					Our Subr	mission Reference	:
		Postcode					
		d in this form for you nfirm that all the deta				ou have a partner	, they need to
		on carefully before yo					
provided in c social security council may of such as gove private-sector that may lend	onnection benefits the companies me money	may use any information with this and any other and any other of the information to other of the epartments, local autors such as banks and or, if the law allows this.	ner claim for y make. The rganisations, thorities and organisations	is correct myself or I underst incomple include co I agree the	and complet have had in tand that if te, you may ourt action.	use the informatio	d the information that is incorrect or st me. This may n I have provided
		ch might affect my clai		to proces Payment		cation for a Discret	ionary Housing
Applicant's confirmation	Check			Partner's confirmation	n Check		
	Sign				Sign		
	Date				Date		
I declare that as	s far as pos	ssible, I have confirmed	I with the claim	ant that the a	nswers I ha	ave written on this	form are correct.
Name of the pe	rson who	filled in the form					
Confirmation			Date				
Relationship to	the perso	n claiming]
Telephone num If possible (this I		we have a query)					

Page 15 - Main form	Form completion
You should now have:	
Filled in and completed the	application form.
•	
You are now at the end	d of the main form. If you haven't already, you should now submit your
completed form to us.	



E-Form Status Page - for official use only

Case Overview Form file name: Form data set reference Has been E-Signed Date/Time Submitted to main Date/Time Submitted to exter			
Automatic Messaging Receipt Email Address Receipt Email Subject Receipt Email Message Mobile Number		Notification Email Address Notification Email Subject Notification Email Message	
Case Notes			_
Form History			
Form Database Primary Record ID Department Name Depart Classification / Priority Dept Case Reference Date Record Started Date Last Modified		condary Record ID Form Status Search Field 3	
Current User Title Surnar Tel No User Classification Portal Username	Expert for this form	Name Address	User Record Id
Pages active with dynamic paging Data Locked for Editing Date of offline forms creation Enable high-quality print (WDF) Type of form - ufx, wdf or txt If TXT - Optimised for screen-readers Enable top controls on opening Start page for expert users Print Collation Config			
Form Design Settings Dynamic paging enabled Pages with forced error check Pages that override forced er Last visible page: Unregis Default branding file: Shared Data Dictionary HTML pages within WDF	king	e.g. 'UK Revenu	ubmission TXT form is available ride for TXT version ues & Benefits Branding (1.0)' rms UK Government Data (1.0)' Page no for thumbnail