

Flintshire County Council

Application For Discretionary Housing Payment - Removal Costs

Mae'r ddogfen hon ar gael yn Gymraeg. / This document is available in Welsh.

For Official Use Only

Title	Customer Name	Form Filename	DHP Removal Costs Flintshire (1.0).wdf	
		Form Reference		
DOB	NINO	Notes	V1	
TEL				
Email				
Customer Address				
Date Form Started	05/01/2024 8:42:26 AM			
Date of E-signing				
Date Submitted				
Data Validation Ref				
Occupancy type				
Advisor Name (who started form)				
Anonymous		Claim Num / Ref		
Advisor Department		CTax Num / Ref		
Self-Service				

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 off-line. 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 / 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.



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.

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**

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 will 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
- your 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.

All information will be held securely on our system. 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. The processing of your data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority. It is also necessary for compliance with a legal obligation to which the Council is subject.

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 - Removal Costs

Please be aware that we will need all of the questions answered and boxes completed in order that we can properly assess your needs. We are running a pilot project and the information that you give on this form will allow us to identify if you require an advice service and appointment

About you

Title	<input type="text"/>
Surname or family name	<input type="text"/>
Other names	<input type="text"/>
Date of Birth	<input type="text"/>
Current Address	<input type="text"/>
	Postcode <input type="text"/>
National Insurance Number	<input type="text"/>
Telephone	<input type="text"/>
Can we leave a message at this number?	No <input type="checkbox"/> Yes <input type="checkbox"/>
Email address	<input type="text"/>

We need a telephone number to refer you on to an advice service

Other Household Members / Dependents

Number of household members / dependents

Name	Date of birth	Age	Relationship to you	Working / receiving income based benefits	N.I. Number

About your move

1	What is your new address?	<input type="text"/>
		Postcode <input type="text"/>
2	How much rent are you charged at your new address?	<input type="text"/> Per Calendar Month
2	Please confirm the date you are due to move	<input type="text"/>
2	Please confirm tenancy type	Council tenant <input type="checkbox"/> Private tenant <input type="checkbox"/> Housing Association tenant <input type="checkbox"/> Supported accommodation <input type="checkbox"/>
2	Please confirm number of rooms	<input type="text"/>

About your move (continued)

- 3 Have you tried to negotiate a lower rent with your landlord? (Private tenants only)
If **Yes**, what was the outcome? If **No**, why not?

No ☐Yes ☐

- 4 What are your reasons for moving property?

- 5 Please provide the name, address and quote from two removal companies:

Company One, Name:

Address:

Quote:

Postcode

Company Two, Name:

Address:

Quote:

Postcode

- 6 Who is to receive the Removal Costs payment?

Name:

Address:

Postcode

Bank Account Number:

Sort Code:

- 7 Any other information to support your application:

Use our calculator to convert amounts to weekly and monthly values for household income:

	Amount		Frequency		Weekly amount	Monthly amount
Your		and		equals		

Do you have a partner who lives with you? No ☐
Yes ☐

Household Income	You		Your Partner	
	Weekly	Monthly	Weekly	Monthly
Wages / Salary - Gross				
Wages / Salary - Net				
Income Support, Jobseeker's Allowance, or Universal Credit				
Statutory Sick / Maternity Pay / Company Sick Pay				
Working Tax Credits				
Child Tax Credits				
Retirement pension				
Private / Occupational pension				
Pension Credit				
Incapacity Benefit				
Employment Support Allowance				
Carers Allowance				
DLA Care				
DLA Mobility				
Is this used towards the cost of a car?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
PIP Daily Living				
PIP Mobility				
AFIP				
Attendance Allowance				
Maintenance				
Housekeeping / money from people living with you				
Other income / benefits				
Child Benefit				
Universal Credit				
Total	£	£.00	£.00	

Use our calculator to convert amounts to weekly and monthly values for household expenditure:

Your	Amount	and	Frequency	equals	Weekly amount	Monthly amount
	<input type="text"/>		<input type="text"/>		<input type="text"/>	<input type="text"/>

Expenditure

Housekeeping

Rent you pay (the amount not covered by benefit)

Mortgage you pay

Council Tax you pay

Food and Milk

Cleaning Products and Personal Toiletries

Newspapers and Magazines

Cigarettes & Tobacco

Alcohol

Laundry & Dry cleaning

Clothing and Footwear

Nappies and Baby items

Pet Food

Other

Please Specify, must be reasonable

Household Utilities

Gas

Electric

Water

Oil

Other

Please Specify, must be reasonable

Travel

Public Transport

Other

Car Insurance

Vehicle Tax

Fuel

MOT and Car Maintenance

Breakdown or Recovery Costs

Parking Charges or Tolls

Miscellaneous Car costs

Phone

Home Phone

Mobile Phone

Other Packages

Other Expenditure

Insurance Policies - Life

Insurance Policies - Home

Health

Repairs / House maintenance

Hairdressing Costs

Television

Cable, Satellite and Internet Packages

Appliance Rental costs

School Meals

Meals at Work

Pocket Money

School Trips

Lottery

Hobbies / Leisure / Sport

Gifts

Vet Bills and Vet / Pet Insurance

Other (Miscellaneous Costs)

Please note these must be reasonably explained, however if detrimental to correct budgeting or affordability for essentials or priority debts, these should be omitted or downscaled.

Total

£

£.00

£.00

Use our calculator to convert amounts to weekly and monthly values:

Your

Amount

and

Frequency

equals

Weekly amount

Monthly 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	£	£.00	£.00

Other Debts

Creditor Name	Owed	Weekly	Monthly
Total	£	£.00	£.00

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?

Capital

Do you or your partner have any Bank or Building Society accounts? No ☐ Yes ☐ How many accounts?

	Amount	Whose?	Account Name and number
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you or your partner have any assets & investments - shares / bonds etc? No ☐ Yes ☐ How many accounts?

	Amount	Whose?	Account Name and number
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>

Do you or your partner have any property or land? No ☐ Yes ☐ Provide the approximate value of the property / land:

Address of the property / land

Postcode - UK only

Do you give authorisation to be referred for an advice appointment with any of the following?
This will mean that you are happy for the information on this form to be shared with our partners so that you are able to access appropriate advice.

If you **DO NOT** wish to be referred to a particular agency / department please indicate so by putting a cross in the box next to the service that you **DO NOT** want to be referred to.

- Flintshire Citizens Advice Bureau

☐
- Flintshire County Council Welfare Rights

☐
- Flintshire County Council Housing Options

☐
- Flintshire County Council Adult Social Services

☐
- Flintshire County Council Benefits department

☐

Please use the box below to tell us any further information regarding your move or the information you have provided:

You must complete and submit the claim form before signing this page.

When the form data has been submitted to us, please print this page.

Name of applicant

Address

Our Submission Reference:

Postcode

Any false information or failure to disclose relevant information may lead to a prosecution under the Theft Acts 1968 and 1978 or the Social Security Act 1992.

The information I have given is true and complete. I authorise the local authority to verify the information if they chose to do so. I will write and tell you if there are any changes in my circumstances or my household's circumstances. I understand that my application may not be considered if I do not provide all the information you have asked for.

The information you provide on this form will be used in accordance with the Data Protection Act 1998 for the purpose of determining your entitlement to a discretionary housing payment.

We must protect the public funds we handle and so we may use the information you have provided on this form to prevent and detect fraud. We may also share this information, for the same purposes, with other organizations which handle public funds. This information may also be made available to other departments within the Council.

The information may also be used for statistical surveys, which means we may pass this information, in confidence, to the Department for Work and Pensions and agencies working on our behalf.

DO NOT DELAY IN RETURNING THIS FORM; OTHERWISE YOUR AWARD MAY BE AFFECTED. THE FOLLOWING MUST BE COMPLETED BY ALL APPLICANTS

Declaration: I / We have read the declaration and warning above and declare that to the best of my / our knowledge and belief, the information shown on this form is in accordance with that declaration and warning.

Applicant's
signature

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 that as far as possible, I have confirmed with the claimant that the answers I have written on this form are correct.

Name of the person who filled in the form

Signature

Date

Relationship to the person claiming

Telephone number *Optional (helpful if we have a query)*

Please send this printed and signed declaration to:

If you haven't been able to print off this declaration, please tick here to let us know - ☐

Please read and complete the following declaration

Name of applicant

Address

Our Submission Reference:

Postcode

Any false information or failure to disclose relevant information may lead to a prosecution under the Theft Acts 1968 and 1978 or the Social Security Act 1992.

The information I have given is true and complete. I authorise the local authority to verify the information if they chose to do so. I will write and tell you if there are any changes in my circumstances or my household's circumstances. I understand that my application may not be considered if I do not provide all the information you have asked for.

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Declaration: I / We have read the declaration and warning above and declare that to the best of my / our knowledge and belief, the information shown on this form is in accordance with that declaration and warning.

Applicant's
confirmation

Check

☐Partner's
confirmation
If necessary

Check

☐

Sign

Sign

Date

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.

Name of the person who filled in the form

Confirmation

☐

Date

Relationship to the person claiming

Telephone number

If possible (this helps us if we have a query)

You should now have:

- Filled in and completed the application form.
- Read and made sure you understand the declaration page, before completing the confirmation checkboxes to confirm your agreement to the declaration.

You are now at the end of the main form. If you haven't already, you should now submit your completed form to us.