



## Change of address form for Housing Benefit and Council Tax Support

Name:

Address:

Postcode

Tel No:

This form is for you to tell us about your change of address. We need to know about all the changes to your tenancy, household and rent. The form explains what you and we have to do when you move home.

### Please do the following

- **Look at the checklist on page 10** for the evidence you will have to give us with this form.
- **Give us original documents only. We do not accept photocopies.**
- Fill in this form in black ink. **Do not use pencil**
- Answer **all** the questions
- Tick the 'yes' or 'no' boxes. **Do not put crosses in or leave boxes blank.**
- **Read and sign the declaration on part II** before you return this form to us

**If you need help to complete this form telephone 01245 606400 between 8.45 and 4.45 Monday to Friday. On the last Wednesday of every month the service opens at 10.00. If you have a question about for us go to <https://www.chelmsford.gov.uk/benefits/>**

**You can tell us about your change of address once you have moved into your new home by phoning 01245 606400 and choosing Benefits option 1, then option 1 again. You will not have to complete this form but will be asked to provide evidence; a Benefits Officer will speak to you about this.**

You can see a benefits officer every Wednesday at Parkside Community Hub, Melbourne Avenue, Chelmsford, Essex, CMI 2DX from 9.30am to 2.00pm. Appointment not necessary.

Date of issue	/	/	Claim number	
Date received	/	/	C/Tax ref	



## Part 1 About You

Please complete the boxes below with you and your partners details if you have one.

	You	Your Partner
Last name	<input type="text"/>	<input type="text"/>
First names	<input type="text"/>	<input type="text"/>
National Insurance Number e.g.AB123456D	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
Daytime phone number	<input type="text"/>	<input type="text"/>
Your mobile phone number	<input type="text"/>	<input type="text"/>
Your email address	<input type="text"/>	<input type="text"/>
<b>Address you are moving from</b>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	Postcode	Postcode

## Part 2 About your new home

**Address you are moving to**

**Which of the following benefits do you need?**

Housing Benefit

Council Tax Support

Second Adult Rebate

**In your new home, will you be (please tick):**

A private tenant?

A housing association tenant?

A boarder? This is where meals are provided

A lodger?

An owner-occupier?

Other?

Date you moved in?

If you have not moved in yet, date you expect to move in?

**If you are telling us about your move but have not yet moved in. You must confirm the date that you move in once you do. Go to part 9 to see how to do this.**





## Part 3 About your new home

Do you own the property you are claiming for?

Yes

No  Go to Part 4  
'About Your Rent'  
section below

If yes, are you a joint owner?

Yes

No

If yes, please give the joint owner or owners' name(s) below

Do they currently live with you?

Yes

No

If no, please give their current address

You do not need to provide any other information about your joint owner unless they are your partner.

Please tell us about your partner in Part 6.

Were you/your partner offered this accommodation following a referral by Essex County Council, or other organisation because you need regular care, support, or supervision?

Yes

No

If yes tell us the name of the organisation.

You must provide evidence of the referral. The referral must show what support is needed, why it is needed and how often it is provided.

## Part 4 About your rent

What is your landlord's 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

Are you, your partner, or any of you or your partner's children related to your landlord or agent, or to your landlord's partner or the agent's partner?

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

No

Yes  What is the relationship?

name

is my landlord's  
or agent's

When did you start being charged rent on your home?





## Part 4 About your rent continued

**What sort of tenancy do you have?**

For example, shorthold, assured tied rent or something similar.

**How long is the tenancy for?**

**Please tick to show if the property is let as:**

furnished

All necessary items for a tenant to live in the house

partly furnished

Furnished with most basic items of furniture

minimally furnished

Absolute essentials, for example, carpets, beds, curtains, chair

unfurnished

No furniture whatsoever

**How much is the rent for your home?**

£  every

(For example, every week/fortnight/4 weeks/month)

**Does anyone else share the rent with you and your partner?**

No

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

**How much of the rent do you pay?**

£  every

(For example, every week/fortnight/4 weeks/month)

**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 (RO5)

**Do you have any weeks when you do not have to pay rent?**

No

Yes  How many in a year?

**Are you in arrears with your rent?**

No

Yes  By how many weeks?

**Who receives the Council Tax bill for your home?**

You or your partner

Your landlord

Someone else

Tell us who receives the Council Tax bill.





## Part 4 About your rent continued

### Does your rent include money for the following?

Meals

No

Yes  How much each week

£

Which meals are included?

Water authority charges

No

Yes  How much each week?

£

Heating

No

Yes  How much each week?

£

Lighting

No

Yes  How much each week?

£

Hot water

No

Yes  How much each week?

£

Fuel for cooking

No

Yes  How much each week?

£

Laundry

No

Yes  How much each week?

£

Cleaning rooms or windows

No

Yes  How much each week?

£

Gardening

No

Yes  How much each week?

£

Garage or parking space

No

Yes  How much each week?

£

Do you have to rent the garage as part of your tenancy agreement?

No

Yes

Personal care and support

No

Yes  How much each week?

£

### Do you pay any service charges separate from your rent?

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

No

Yes  How much each week?

£

What for?





## Part 4 About your rent continued

Are you living away from home at the moment?

No

Yes  Tell us why you are not living at home.

When did you last live at home?

 /  / 

When do you expect to go back home?

 /  / 

Tell us the address of where you are living at the moment.

  
  
 Postcode

If your home has been sublet, tell us who lives there now.

Refer to the evidence checklist in Part 9 to see what evidence you must provide.

## Part 5 About where you live

What sort of building do you live in? Tick one box only.

Detached house

Flat in a house

Caravan, mobile home or houseboat

Semi-detached house

Flat in a block

Board and lodgings

Terraced house

Flat over a shop

Hotel

Maisonette

Bedsit or rooms

Residential nursing home

Bungalow

Hostel

Residential care home

Other

Does your home have central heating?

No

Yes

Does your home have a garden?

No

Yes

Has your home been built or adapted for people with disabilities?

No

Yes

Which floors do you live on?





## Part 5 About where you live continued

**Do you and your household occupy only part of the building you have ticked?**

**No**  If when looking at the house from the street, is it on the left hand or right hand side?

**Yes**  Where in the building do you live?

**At the front**  **In the middle**  **At the back**

**How many rooms are there in the building?**

Living rooms

In the whole building?

Just for you and your household?

That you share with other people?

Shared with your landlord

Bedsitting rooms

Bedrooms

Bathrooms or shower rooms

Separate Toilet

Kitchens

Other rooms





























**Do you use your home for business?**

**No**

**Yes**

**Do you have a main home somewhere else?**

If your main home is somewhere else in the UK or abroad, tick 'Yes', even if you do not pay rent for it

**No**

**Yes**  What is the address?



Postcode

How much do you pay for this home?

£

## Part 6 People who live with you

**Now tell us about all the people who usually live with you and your partner at this address.**

If you need to tell us about more than 6 people, turn to page 8 and fill in part 7.

	First person	Second person	Third person
<b>Last name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Other names</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Date of birth</b>	<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"/>
	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>
<b>National Insurance Number</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Their relationship to you or your partner</b> Some examples are aunt, son, granddaughter, brother, daughter, father, uncle, grandson, grandmother, stepdaughter, joint tenant, subtenant, lodger or friend	<input type="text"/>	<input type="text"/>	<input type="text"/>





## Part 6 People who live with you continued

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

If you need to tell us about more than 6 people, use part 7 which has been left blank.

	Fourth person	Fifth person	Six person
<b>Last name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Other names</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Date of birth</b>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>	<input type="text" value="/ /"/>
	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Male <input type="checkbox"/> Female
<b>National Insurance Number</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Their relationship to you or your partner</b> Some examples are aunt, son, granddaughter, brother, daughter, father, uncle, grandson, grandmother, stepdaughter, joint tenant, subtenant, lodger or friend.	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Part 7 Anything else you need to tell us

Were you/your partner placed in this accommodation by Chelmsford City Council?      Yes       No







## Part 8 About you and your partner

	You		Your Partner
Do you or your partner have a carer or carers that stay overnight in your home? By carer we mean someone that does not live in your home with you and your family You will need to supply proof of this	Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>

How many nights each week does your carer or carers stay overnight

Does this carer or carers have a bedroom for their sole use in your home?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the carer(s) employed to provide you or your partner with this overnight care?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the carer related to you or your partner?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Tell us the name/s and address of this carer(s). (If they are employed please tell us the address of the organisation that they work for)

	You		Your Partner
Do you, your partner, or dependant /s get middle or high rate Care Disability Living Allowance, Personal Independence Payments or Attendance Allowance	Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>

If no please tell us why you or your partner need and get this overnight care. You will need to provide proof from someone like your Doctor, other medical person and/or Social Services that you need this care. We may write to you for more information.





## Part 9 Checklist

**If you do not provide all the proof we need, we may not be able to pay you any Housing Benefit.**

If you cannot send the proof we need, send the form back to us **now** and send the proof to us within **one month**. We can start to work on your claim, **but we will not be able to pay you any Housing Benefit until we have all the proof we need.**

**We must see the following.**

Your tenancy agreement (all pages) or proof of your last rent increase

The notice of registration form (RO5) if you have a protected or regulated tenancy (that is, your rent that has been agreed by the rent service),

- A full breakdown of all the service charges you/your partner pay
- Referral application, and documents about the care/support/ supervision you/your partner need/get

or a letter from your landlord or their agent, that shows:

- How much rent you pay;
- How often you pay your rent;
- When the tenancy started; and
- Which services, if any, are included in your rent

### **Other Changes**

If there have been any other changes in your circumstances, telephone 01245 606400 and choose option 1 and option 1 again.

### **How to submit information, forms and evidence:**

#### **By post:**

- Benefit Section, Civic Centre, Duke Street, Chelmsford, CM1 1JE  
Any documents we receive will be returned to you in the post.

#### **Online:**

- [www.chelmsford.gov.uk/upload](http://www.chelmsford.gov.uk/upload)  
Use our benefit evidence form for submitting scanned / photographed images of your original documents, completed Discretionary Housing Payment applications, completed Self-Employed, Authority to Discuss, Childcare Costs forms or other signed forms:

#### **In person at:**

- Chelmsford Central Library, Market Road  
weekdays 5.00pm to 6.30pm, Saturday 9am to 5.30pm, Sunday 1.00pm to 4.00pm  
Any documents we receive will be returned to you in the post.

If you need further help or advice about your Benefit claim / award please see:

[www.chelmsford.gov.uk/benefits](http://www.chelmsford.gov.uk/benefits)

Alternatively you can contact us on 01245 606400 Monday to Friday 8.45am to 4.45pm.

We do not offer a drop-in service at the Customer Service Centre in Duke Street. There will be advisors available to assist you upload evidence online, arrange call-backs, or make appointments.

**Remember if you are completing this form before you have moved in, you must tell us once you actually do.**



## Part 10 Paying your Housing Benefit

### Please note

People who are part of the LHA scheme (private tenants renting a room or property from a private landlord) will receive the Local Housing Allowance payable direct to themselves.

In some cases, we may be able to pay your Local Housing Allowance directly to your landlord. Please tick here and fill in page 12 if you would like us to consider paying your landlord

Please provide evidence where necessary, for example, a letter from your GP, a care worker, social services, welfare rights, probation officers and so on.

### Payment direct into an account

**We recommend that you get your money in this way because:**

- it is safe and secure;
- it is convenient – you decide when and how much you want to withdraw
- using an account may help you to save
- you could have regular bills paid from some accounts (this could save you money if you have cash in your account to pay the bills – if not, you may be charged a fee); and
- other people can transfer money into it as well

### The account can be:

- in your name
- in the name of your partner (we use partner to mean a person you are married to or a person you live with as if you are married to them);
- in your name and your partner's name; in the name of a person acting on your behalf; or in your name and the name of a person acting on your behalf.

**For all new Housing Benefit Applications we receive after 7th April, 2008 that are covered by the new Local Housing Allowance Scheme, we will send payments to you direct unless you can be treated as a Safeguarded Claimant as explained on page 12.**

**Who would you like us to pay your Housing Benefit to?**

Yourself

Your landlord

go to next page

If 'Yourself', do you want us to pay it straight into your bank or building society account? Yes  No

If 'Yes', please fill in the details below.

Name

Address and postcode

Phone number

Fax number

E-mail address

Signature

Name of bank or building society

Branch address and postcode

Sort code

Account number

Account holder's name

Other reference for example, roll number

Date

**Direct payment is the best way to receive your Housing Benefit.  
It's accurate, safe and fast.**



## Direct Payment

Local Housing Allowance is usually paid to the tenant. The tenant cannot decide to have their Local Housing Allowance paid direct to their landlord. We can pay Local Housing Allowance direct to the landlord if we decide that a tenant will have difficulty paying their rent or needs direct payment in order to secure and retain their tenancy.

### What do we mean by having difficulty paying their rent?

We mean someone who may have difficulty managing their money. We do not mean someone who does not want to pay their rent, or who has never previously received benefit directly. We may write to you about this.

### What do we mean by secure and retain their tenancy?

The tenant in certain cases risks losing their home or direct payment is part of the rental / tenancy agreement in certain cases. We will write to you about this.

Use the box below to tell us about why you need your Local Housing Allowance paid direct to your landlord. Please give us any evidence you have to support your reasons. There may be other people such as friends, family, other welfare organisations, social services, and support workers who may be able to give evidence or help you tell us about why you need direct payment.

### Sharing information with your landlord

Sometimes, sharing information with your landlord helps us to deal with your claim quickly and reduces the risk of you falling behind with your rent because of your claim being delayed.

In either case, under the Data Protection Act we need your permission to share information.

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

- whether or not you have claimed or renewed your claim for Housing Benefit and, if so, whether we have made a decision on your claim or not; and
- if we need further information to make a decision on your claim and if so what information this is.

### We will not give your landlord information about:

- your personal or household circumstances or
- your financial circumstances

If you do not give us permission to discuss your claim with your landlord, it will not affect your claim. If you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know.

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

**I give Chelmsford City Council permission to share information about my Housing Benefit claim with my landlord or their representative.**

Signature

Address

Postcode

Date

/
/

**You must provide evidence in support of your change of address, please refer to Part 9**





## Part II Declaration and Signature

**You must read and sign this section. Failure to do so will delay your claim.**

### Data protection

We will put the information you give on this form on a computer system, which is registered under the 1998 Data Protection Act. We will treat the information as confidential. We must give some of the information you give to the Department of Work and Pensions (DWP) and the Child Support Agency. Also some of the information may be used for Council Tax purposes.

We must try to prevent fraud. We may compare the information you give on this form with other information we have, and we may give it to other bodies to help prevent or detect fraud. For further information, see [www.chelmsford.gov.uk](http://www.chelmsford.gov.uk)

### Warning

If you give us false statements, information or documents to support your claim, or you continue to receive benefit when you have not told us about any changes in your circumstances which could affect your benefit, we may prosecute you under the Theft Act 1968 or the Social Security Administration (Fraud) Act 1997.

### Declaration

- I normally live at and am claiming benefit for the address given in part 2.
- I am not claiming benefit for any other address.
- There have been no other changes in my circumstances which I have not reported to you
- I agree that you can check the information on this form
- As far as I know, the information I have given on this form is true and complete. I understand I may be prosecuted if I give false information or if I withhold information that is relevant to my claim.

**Some people may only receive either Housing Support or Council Tax Support. Now that your circumstances have changed you may be entitled to both Council Tax Support and Housing Support**

**This change of circumstances form will be treated as your new claim for either Council Tax Support or Housing Support if you were not entitled to both previously.**

Your signature

Date

 /  / 

Your partner's signature

Date

 /  / 

**I give permission for my partner named on this form to discuss my Housing Benefit, Council Tax Support or Discretionary Housing Payment award / application, and authorise Chelmsford City Council to disclose any relevant details of my award / application to my named partner.** Yes  No

**I give permission for the person/s named below to discuss my Housing Benefit, Council Tax Support or Discretionary Housing Payment award / application, and authorise Chelmsford City Council to disclose any relevant details of my award / application to that person/s.**

Name:	
Address:	
Contact number:	Relationship to you:

**If you did not fill in this form yourself, the person who filled it in for you must answer the following questions.**

Name of the person who filled in the form

Signature of the person who filled in the form

How are you related to the person making this claim?

(for example, son, daughter, brother, sister, appointee, agent, friend)?

**Please return this form to:** Financial Services Group, Benefits Team.  
Civic Centre, Duke Street, Chelmsford, CM1 1JE







