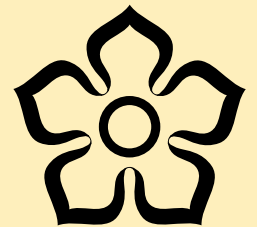
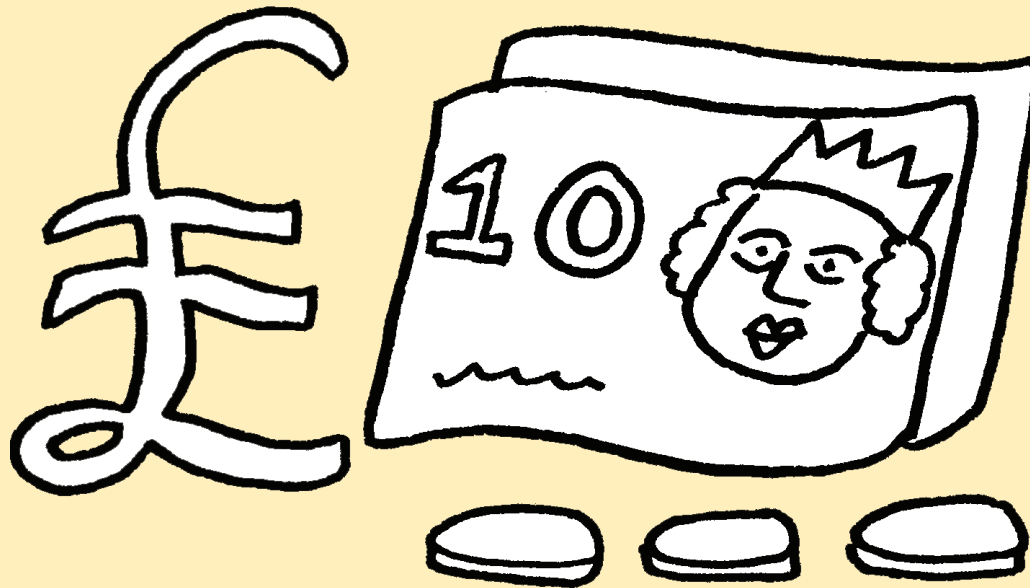
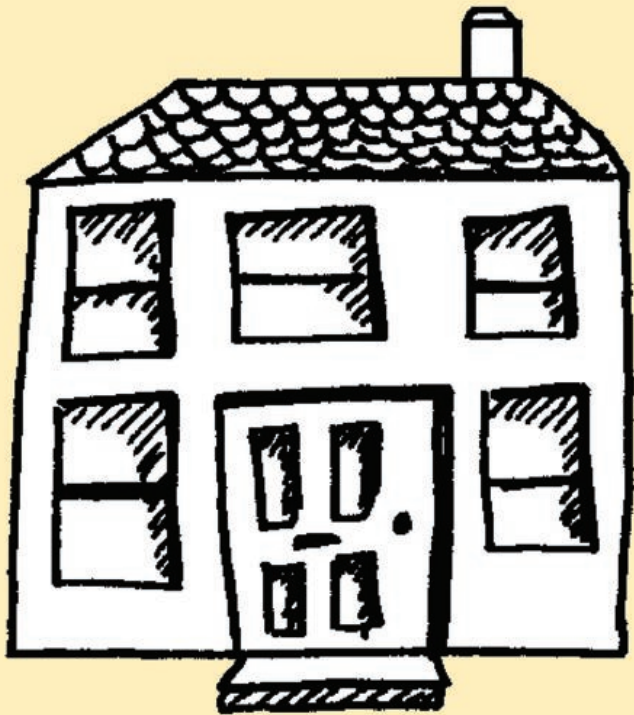


Your Guide to Housing Benefit and Council Tax Benefit



Leicester
City Council



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Introduction to Housing and Council Tax Benefits

Welcome to Leicester City Council's Revenues and Benefits Service. The Revenues and Benefits Service helps people, whether working or not, who have a low income and need to pay their rent and/or Council Tax.

What are Housing Benefits and Council Tax Benefits?

Housing and Council Tax benefits help people pay their rent and/or Council Tax.



How do I apply for Housing Benefit and Council Tax Benefit?

You need to get the claim form to apply for the benefits. You can get the claim form:

- By calling the Revenues and Benefits team
- By going to the Revenues and Benefits office, Customer Services Centres or Neighbourhood Housing offices
- Complete the tear off on the last page of this booklet and return it back to our office.

After you have completed the claim form, return it with the evidence needed.

We will then calculate whether you are entitled to Housing or Council Tax Benefit or both.

This book will also help you to manage your benefit claim with us once you have been awarded the benefits.



Second adult rebate - Rebate means to allow as a discount

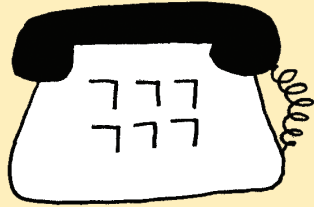
Second adult rebate is Council Tax benefit for people who do not have a partner living with them but who share their home with someone who:

- is 18 or over
- is not a partner/spouse
- is on low income and does not pay them rent

How to contact the Revenues and Benefits Service

You or your support worker can contact us in the following ways:

Phone



- The Housing Benefit and Council Tax Benefit enquiry line number is **0116 252 7006**
- The Council Tax enquiry line number is **0116 252 7005**

Letters



- If you want to post a letter or drop off any other documents for your benefit claim, then use the following addresses:

Revenues and Benefits Service:

Wellington House, Ground Floor
22-32 Wellington Street, Leicester
LE1 6HL

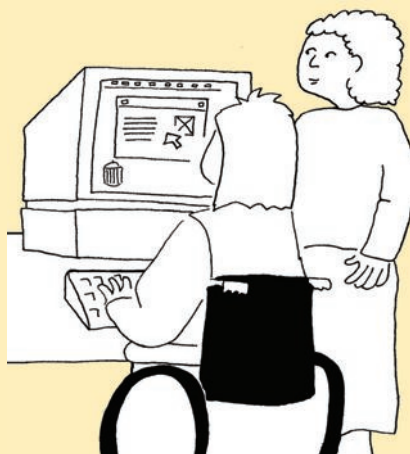
Customer Service Centres within Leicester City:

- Brite Centre, Braunstone Avenue, LE3 1LE
- Charnwood Customer Service Centre,
Merlyn Vaz Health and Social Care Centre,
1 Spinney Hill Road, LE5 3GH
- New Parks Customer Service Centre,
321 Aikman Avenue, LE3 9PW
- New Walk Centre, Welford Place, LE1 6ZG
- Saffron Lane Customer Service Centre,
499 Saffron Lane, LE2 6UQ



Neighbourhood Housing Offices within Leicester City:

- Beaumont Leys, 2-4 Home Farm Square, LE4 0RY
- Braunstone, Braunstone South , 24 Guthridge Crescent, LE3 1JX
- Braunstone, Braunstone North, 1-3 Raven Road, LE3 1RD
- Charnwood/St Andrews, Charnwood Walk, LE5 3FN
- Eyres Monsell, 29-31 The Exchange, LE2 9BA
- Humberstone, 200 Uppingham Road, LE5 0QG
- Mowmacre, Jersey Road, Mowmacre Hill Estate, LE4 2LT
- New Parks, 321 Aikman Avenue, LE3 9PW
- Rowlatts Hill, Balderstone Close, LE5 4DY
- Saffron, 499 Saffron Lane, LE2 6UQ
- St Marks, 12-16 Catherine Street, LE4 6BA
- St Matthews, 34-38 Malabar Road, LE1 2DP
- St Peters/ Highfields, 1-3 Hydra Walk, LE2 0UY
- Thurnby Lodge, 194 Thurncourt Road, LE5 2NG



You can send us an email about your housing benefit and/or council tax benefit claim. When you are e-mailing us, please include your full name, address and claim number.

Email: housingbenefits@leicester.gov.uk

Services the City Council offer at Revenues and Benefits Office

Address for Revenues and Benefits office is

Wellington House, 22-32 Wellington Street, Leicester, LE1 6HL (see map below)



1. Fast Desk

At the fast desk you can:

- drop off a letter or a document we need for your benefit claim
- have any requested proof or original documents we need for your benefit claim photocopied free of charge and returned to you immediately
- hand in an application form.

We will always give you a receipt to show that we have taken your documents.



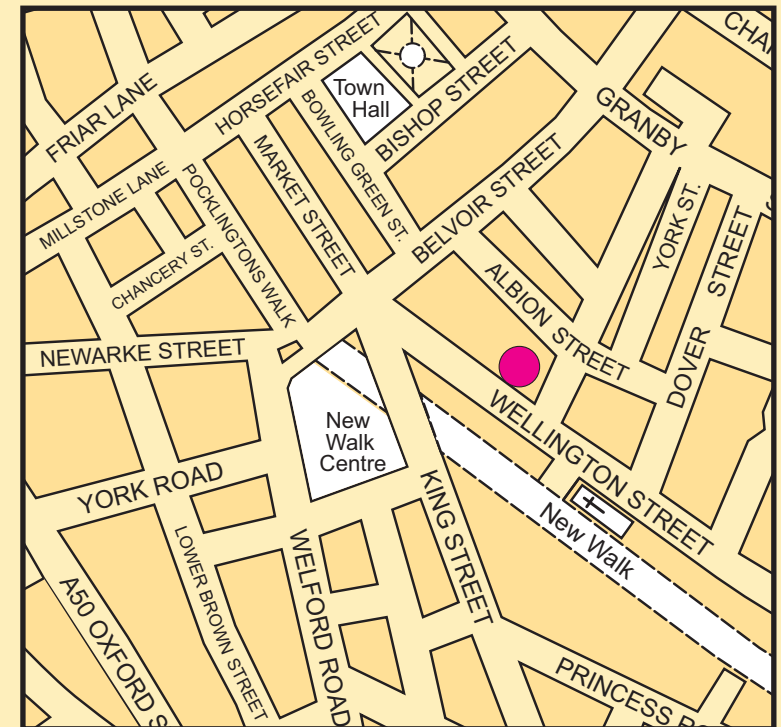
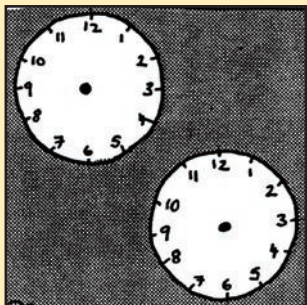
2. Claims Assessment Service – 24 hour service

24 hours Claims Assessment Service: Once you have given us your completed claim form with all the documents we need, we will aim to process your claim within 24 hours. You can make a same day appointment at the reception desk:

You can make an advance appointment for the 24 hour New claims service by calling 0116 252 7006. Bring your completed claim form, with all the documents we need to your appointment and we will process your claim.

Opening times for Wellington House

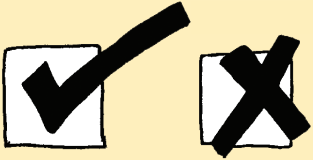
Monday	8:30 am to 5:00 pm
Tuesday	8:30 am to 5:00 pm
Wednesday	9:30 am to 5:00 pm
Thursday	8:30 am to 5:00 pm
Friday	8:30 am to 4:30 pm



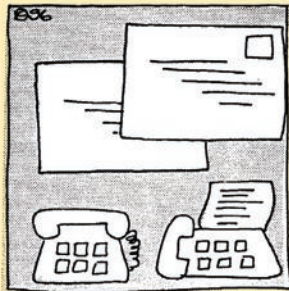


What the City Council would like you to do

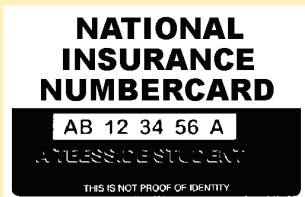
- Fill in the claim form correctly and clearly
- Give us all the information we need for your claim



- Answer our questions



- Tell us how you would like us to contact you.
For example, by letter, by phone or through your support worker.



- Tell us your National Insurance number when you contact us



- Be nice to our staff and listen to their advice.

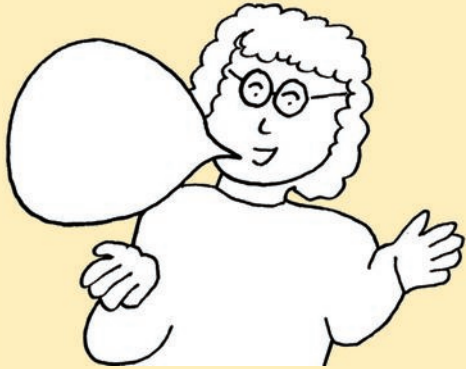


- Tell us as soon as you can if anything changes.
The next page has a list of some of the changes you must tell us about.

Changes you must tell the City Council about

You must tell us about changes which could affect your benefit.

These are some examples of the sort of changes you must tell us about:



- Tell us if you have a change in your income / other benefits
- Tell us if you change your address
- Tell us if your rent amount changes, service charges change, part of the property you live in changes
- Tell us if someone moves in to live with you
- Tell us if someone leaves from your home
- You must tell us if there are any changes in your bank accounts, savings and other investments.

What to do if you are going away for a short time

You must tell us in writing:



- If you are going abroad on a holiday
- If you are going into hospital
- If you are being sent into a prison
- If you are waiting to be sentenced
- If you are going to be away from your home for a long time

If you are planning to go away let us know as soon as possible and we will tell you how long you can be away without it affecting your claim. We will also tell you about the evidence you need to provide for your time being away.

If we contact you

The City Council could contact you or your support worker about your Housing Benefit and Council Tax Benefit in the following ways:

Letter



By letter -

- The letter will be easy to read
- If we need you to do something the letter will tell you this
- The letter will have our office contact details

Phone



If we phone you the member of staff will:

- say they are calling from Leicester City Council and from Revenue and Benefits
- tell you their name
- tell you why they are phoning you

If you do not understand what the member of staff tells you, please tell them.

Home visit



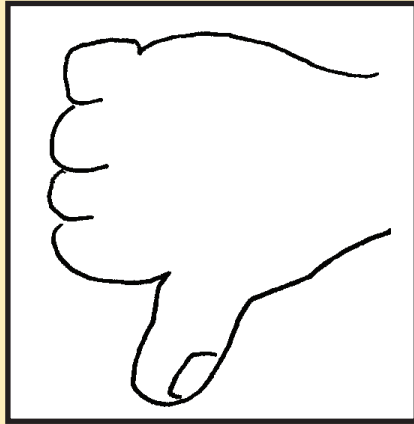
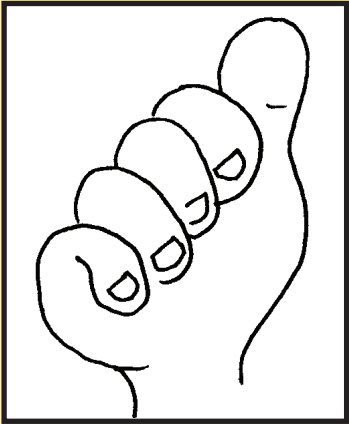
A home visit is when a visiting officer from the City Council comes to visit you at your home.

This visit will be about your Housing Benefit and Council Tax Benefit claim. The visiting officer:

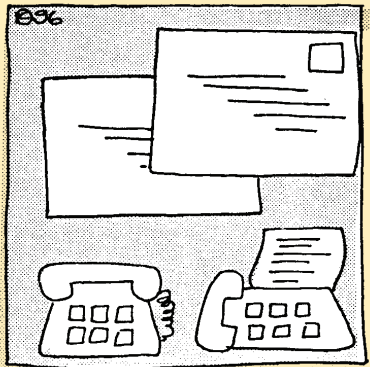
- will contact you to arrange a date and time to visit you.
- can arrange an interpreter if required for most languages including British Sign Language. Please request this when you arrange the visit.
- will always carry an identity card, you should ask to see the identity card on arrival.

If you would like to arrange a home visit call the visits team on 0116 238 5332

How do you feel about the Housing Benefit and Council Tax Benefit Service



We also welcome suggestions you may have on how we can improve our service. To make a comment, compliment or complaint:

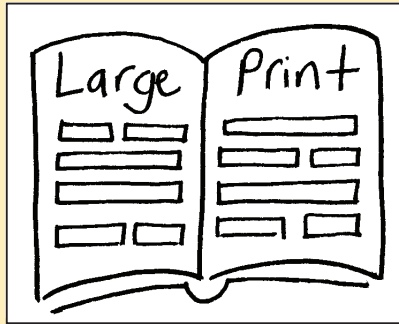


- Phone us on 0116 252 7000 or 0116 252 7006
- Visit us at one of the customer service centres or at any city council office mentioned in this booklet
- Write to us and send your letter to our office address at Wellington House, 22-32 Wellington Street, Leicester, LE1 6HL
- Email: housingbenefits@leicester.gov.uk

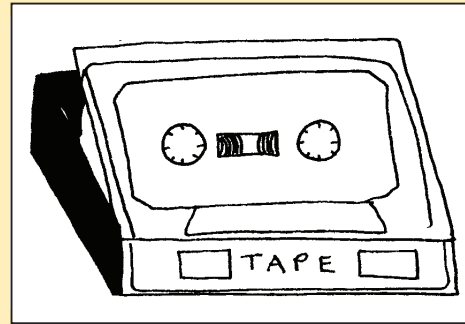
This book has been made easy to understand with the help of Leicester Disability Information and Communication Network Team – www.ldicn.org.uk

Information in different formats

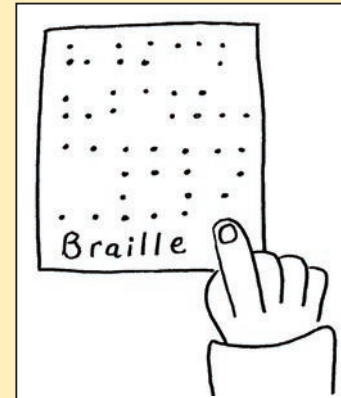
- We can provide information in the following ways:



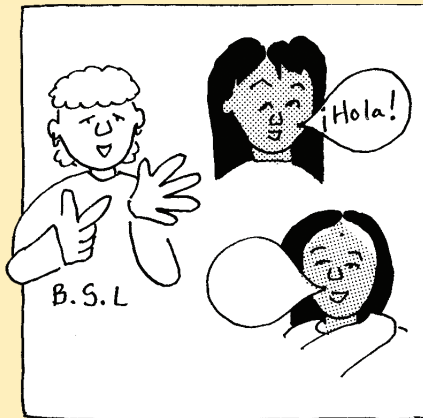
Large Print



Tape



Braille



- If you do not speak English, we can arrange for interpreters when you visit us at Wellington House or when you speak to us on the phone.

An **Interpreter** is a person who translates from 1 language to another



- There is lots of information on the internet about our services. Please visit the following website:

www.leicester.gov.uk/housingbenefit



**If you need a claim form,
please complete the following
section in black ink**

Full name:			
Address:			
Telephone No:		National Insurance No:	
Date of Birth:		Council Tax Account No:	

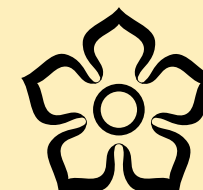
Signed:	Date:
I would like a home visit for someone to help me fill in the application form. <input type="checkbox"/> Please tick this box	

- We shall send you the claim form to complete.
- Return the complete form within 1 month so that you don't lose out on the benefit.
- Please remember that we cannot work out your benefit until we receive your claim form.
- Send in your claim form even if you do not have all the information, but do send all the information as soon as possible.

Return this form to:

The Liaison Team
Revenues and Benefits
Leicester City Council
Wellington House
22-32 Wellington Street
Leicester
LE1 6HL

Ref: LD



Leicester
City Council