



Get your Housing or Council Tax Benefit claim off to a good start.

Essential Information required
for your claim.

Please make an appointment to return all the
supporting evidence on:

DAY _____

DATE _____

TIME _____

St. Aldates Templars Square

On arrival please let reception know.
Once checked in at reception you will be seen
by the next available officer.



Can we pay your benefit quicker?

YES, simply bring ALL your supporting evidence with your claim form to your appointment: all documents *must* be originals.

In a hurry?

We also have a 'post box' for you to drop off your application and supporting documents: please ensure all documents are originals and all of the required evidence is included with the application. Ask reception for details.

Need to contact the Jobcentre Plus?

The number is: 0800 055 6688 (open weekdays 8.00 a.m. - 6.00 p.m.)

EVIDENCE REQUIREMENTS FOR HOUSING AND COUNCIL TAX BENEFIT

Savings and investments

Do you/your partner have capital in excess of £16,000?

Usually this means you will not qualify for Housing or Council Tax Benefit but there are some exceptions. For more information please see our website www.oxford.gov.uk or call us on 01865 249811 (press option 4 for Housing/Council Tax Benefit queries).

It is important to declare all savings and investments.

No evidence is required if the total is under £6000 (those aged less than 60) and £10,000 if you/your partner has reached the age to qualify for state pension credits (this age is variable – it depends when the person was born).

If you return your application form with the documents that are needed, we will be able to process your application faster. Please note this leaflet is for guidance only.

Evidence Requirements: these apply not only to you but also your partner, should you have one.

Proof of earnings. If you are paid:

- Every Week – Your last 5 payslips
- Every Two Weeks – Your last 3 payslips
- Every Month – Your last two payslips
- No payslips – Ask us for a Certificate of Income, ask your employer to fill it in and return it to us

Casual, temporary or voluntary work must be declared. Evidence of wages (including expenses, pensions, overtime and bonuses) must be provided.

Proof of Rent (Can be a rent book, rent receipts, a tenancy agreement or a letter from your Landlord), which must include:

- Tenant's full name, if joint tenants all names (also include the Landlord's name and address)
- Address
- Tenancy start date
- Actual date the tenant moved in
- Rent amount - including a breakdown of any service charges (Heating, water rates, gardening etc)

Proof of Identity

- We require 2 forms of ID, including one photo ID (E.g. Passport, European ID card, driving licence)
- If you are in receipt of a state benefit, we will accept that as evidence of ID

Self Employed

Please complete 2 forms - the main application form and a Self Employed Form detailing the business income and expenditure. We need evidence of:

- Your business income and expenditure
- All other income and savings

Prepared accounts or a spreadsheet showing your income and expenditure are acceptable alternatives, provided they clearly show the information we need. If they are not organised, it may take longer to process the application.

National Insurance Number

This is required for the applicant and in most cases, the partner also. If your partner is a Person From Abroad and has no recourse to public funds, then we do not need to see evidence of a National Insurance Number for them.

Private Pensions

You must provide payment slips, Bank statements or P60s.

Person From Abroad

The evidence requirements are different depending on where you are from:

- A8 Nationals (subject to worker's registration scheme) – Evidence of worker's registration card and certificate
Those who have completed 12 months in registered employment need to provide their worker's registration card or certificate, residence card and evidence they have worked for 12 months.
- A2 Nationals – Requirements are the same as the A8 Nationals (but the card and certificate are called the Worker's Authorisation card and certificate).
- EEA nationals - passports or ID cards
- Rest of the world - passport to show immigration status

For more information please check our website www.oxford.gov.uk or call us on 01865 249811 (press option 4 for Housing/Council Tax Benefit queries).

Unearned income

If income is a gift, loan or voluntary payment from friends or family we need a letter from the person making the payment. You do not need to advise us of a one off payment unless it will take you over the capital threshold.

Young person and Non-dependant students

This means any child in your household aged between 16 and 20 who is in full time education. We require:

- A letter from the school or college they attend confirming their attendance and the date the course is expected to end.
- Evidence that child benefit is still in payment for that child

Students

- Start and end dates of course
- Educational establishment attending
- Hours of study per week
- Evidence of your student loan or grant

Non-dependants

A Non-dependant is a person who is not the claimant or the claimant's partner who lives in the household aged over 18, usually adult children.

- If working - Evidence requirements are as shown above.
- If in receipt of a state (primary) benefit – We can check the amount of Benefit but you must tell us they are receiving it.
- If they have no income we need a statement confirming this.

Lodgers or boarders

You must provide us with a statement as to how much income is received from a boarder or lodger.

Childcare Costs

- If you are paying for Childcare, you must provide us with the registered number of the childminder and Invoices (bills) covering the relevant periods.

Please advise us if you have any problems providing the requested information

*Please contact us: www.oxford.gov.uk
or call us on 01865 249811*

(press option 4 for Housing/Council Tax Benefit queries).

In conjunction with the National Fraud Initiative, we carry out data matching exercises: these matches are associated with non declaration or under declaration of:

Capital • Earnings • Other State Benefits

It is therefore important you declare all savings and investments and any changes.

If you are not getting housing benefit you need to complete a claim form and provide ALL evidence ***as soon as possible***. Please note we cannot assess your claim until you have provided ALL evidence to support your claim.

If you are already getting housing benefit and are moving you will need to complete a change of address form if you move to a privately rented or housing association property. If you move to a council property we need confirmation of this in writing.

NO APPOINTMENT? NEED HELP? NO PROBLEM!
Call our New Claims and Appointment Line on
01865 249811 (press option 4 for Housing/
Council Tax Benefit queries)

SOME DO'S AND DON'TS

- DO** if you are a new claimant make a New Claim appointment **NOW**
- DO** complete your application form as soon as possible
- DO** when you submit your claim please also provide **ALL original documents as evidence within one month at the latest**
- DO** tell us immediately of any changes
- Don't** delay submitting your application form if you can't provide all the evidence
- Don't** send valuable items through the post. Please bring them to one of our offices to be copied and verified.

Translations available

If you need a translation, a larger print version or a copy of this publication in another format, please contact us.

অনুবাদের ব্যবস্থা আছে
提供有翻譯本
तरजमे उपलब्ध हैं
उरजमे मिल सकदे वन
ترجمہ دستیاب ہے

Customer Service Centre St Aldates Chambers

Oxford

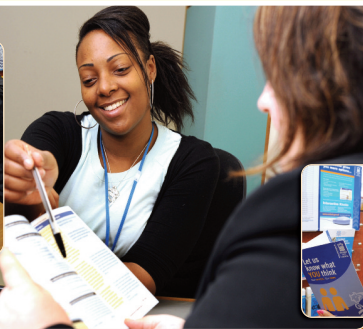
OX1 1BR

T: 01865 249811

F: 01865 252065

E: customerservices@oxford.gov.uk

W: www.oxford.gov.uk



www.oxford.gov.uk



Customer Service Standards

Click



For our on-line customers we aim to ensure that

- We provide access to information about all Council services
- We provide an electronic form for common front-line service requests
- You are able to pay most Council bills on-line

Call



For our telephone customers we aim to ensure that

- 90% of our customers can reach us first time on our main service lines

Come in



For our face-to-face customers we aim to ensure that

- We encourage customers to make an appointment where possible so that we make the most of our meeting with you
- If you request an appointment we will find you a suitable appointment time within 3 working days. We aim to see 90% of our customers within 15 minutes of that appointment time
- If you arrive without an appointment:
 - We offer you the opportunity to telephone our contact centre from our reception area; or
 - We will see you as soon as the next Customer Services Officer is available; or
 - We offer to dispatch your original documents in our secure post system; or
 - We can book an appointment for a more convenient time



Building a world-class city for everyone