



Housing and Council Tax Benefit Change In Circumstances Form

Name: _____ Claim Number: _____
Address: _____

You must tell us straight away in writing:

- any of your children leave school or college;
- any of your children leave home;
- anyone moves into or out of your home (including lodgers and subtenants);
- your income or the income of anyone living with you, including benefits, changes;
- your Income Support, Jobseekers Allowance, Employment and Support Allowance, Pension Credit changes or stops;
- your capital, savings or investments change;
- you or anyone living with you goes into hospital, a rest or nursing home, goes into prison or detention, becomes a student or starts a government training scheme;
- you or anyone living with you starts work, changes their job or the number of hours they work;
- your rent changes;
- you move (even if you only move room in the same house); (if you do move and want any remaining Housing Benefit to be paid to you, you must provide proof your rent was paid up to the date of vacation at your previous property.)
- you or your partner are going to be away from home for more than a month;
- you receive any decision from the Home Office;
- anything you have told us about changes.

IF YOU DO NOT TELL US ABOUT THESE CHANGES YOU MAY LOSE BENEFIT TO WHICH YOU ARE ENTITLED OR MAY GET TOO MUCH BENEFIT, WHICH YOU WILL HAVE TO PAY BACK.

Date of change(s): _____

Details of change: _____

Your signature: _____ Date: _____

PLEASE NOTE: We may need to write to you for further details and/or supporting evidence.

Evidence

We need to see evidence of some of the things you tell us about. If you are not sure if we need to see evidence, get in touch with us. We will tell you what we need to see. We cannot action your change of circumstance until we have seen the evidence we have asked for. The evidence you send us must be the original documents. We cannot accept photocopies.

Filling in the form

If you are filling in this form by hand, use black ink. Do not use pencil. If you make a mistake, just cross it out and put the right answer next to it. Do not use correction fluid or tape.

If you need help filling in the form

If you need any help, the phone number for people who own their home or pay rent to a housing association or private landlord is (01202) 451592.

If you have problems hearing, our text phone number is 01202 454728.

The telephones are open between 8.30 and 5.15 Monday to Thursday and between 8.30 and 4.30 on Friday. Alternatively you can e-mail revenue&benefits@bournemouth.gov.uk.

Or you can get in touch with an organisation like the Citizen's Advice Bureau, Town Hall, Bournemouth. The phone number is (01202) 292561.

If you need independent help and advice you can get in touch with an organisation like the Citizens Advice Bureau. You can find their phone number and address in the business section of your local phone book. You can get this letter in other formats such as Braille, large print or other languages. If you need this letter in another format please phone (01202) 451592.

What to do next

When you have filled in the form, sign it, date it and send it to us, with the evidence we need to see. Our address is;

Revenues and Benefits Services,
Town Hall, St Stephens Road,
Bournemouth, BH2 6EB.

Or you can bring the form and evidence to us at Revenue and Benefits Services, Town Hall, St Stephens Road. We are open between 9.00 and 4.30 Monday to Thursday and between 9.00 and 4.00 on a Friday. No appointment necessary.

Do not send valuable items such as benefit order books, bankbooks or passports in the post. Bring them to the Town Hall and we will get the information we need and give them back to you.

If you cannot get the evidence we need straightaway, do not worry. Send the form to us, but let us know that you will be sending some evidence later. If you do not send the form to us straightaway, you might lose money. If you cannot get the evidence within 2 or 3 weeks, let us know. We may be able to help.

If you have difficulty visiting the office because of age, illness or disability a visiting officer may be able to come to your home. Please phone (01202) 451521 for an appointment.



How we collect and use information

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998.

We may use any information you have provided in connection with this and any other claim for social security benefits that you have made or may make. We may give some information to other organisations, such as government departments, local authorities and private sector companies such as banks and organisations that may lend you money, if the law allows this.

We may check information that you have provided or that has been provided about you against relevant information that we already hold to make sure that it is accurate. We may also lawfully disclose information to other public sector agencies and Credit Reference Agencies (for example to check on undeclared cohabiters), to:

- Prevent or detect benefit fraud and any other crime
- To support national fraud initiatives
- To protect public funds

More information about how we collect and use information can be found on our website:

<http://www.bournemouth.gov.uk/Privacy/PrivacyStatement.aspx>