



Norwich City Council revenues and benefits

# Change of circumstances form

## Household change

**You need to complete this form if:**  
someone has moved in to or out of your address

**Don't delay... tell us today**

### What is a change to my household?

A change to your household is when someone moves into or out of your home – this can be a partner, non-dependant, lodger, joint tenant or children.

### What is a non-dependant?

A non-dependant is someone over the age of 18 who is living at your home **but does not pay rent to you or your landlord**. Non-dependants are usually adult family members, friends living with you or children you no longer receive child benefit for.

If you have a non-dependant living with you, there **may** be a deduction from your entitlement, depending on their income and your circumstances.

### What proof will I need to provide?

**If a partner has moved in** – You will need to provide proof of their identity and all income they are receiving. See the list on the next page for suitable proof.

**If a non-dependant has moved in** – You will need to provide proof of their income. See the list on the next page for suitable documentation.

**If a joint tenant has moved in** – You will need to provide proof of the new rent liability eg a tenancy agreement or letter from the landlord or landlord's agent, confirming who is liable for the rent.

**If you have had a child** – You will need to provide the birth certificate and proof of child benefit for the child.

### What do you need to do?

- Complete and return the enclosed form as soon as possible. Don't forget to include your email address and telephone number, this could help us to speed things along.
- Remove this page and read it carefully as it explains exactly what proofs you need to provide and it will help you to avoid any unnecessary delays.
- If you need to provide proof of the change, you do not need to wait until you have proof before notifying us of this change – you can drop the form off and return with the proof later.
- Pick up and complete any other forms you might need, such as the *Change of address* and *Income change* forms. You can find these at [www.norwich.gov.uk/benefitforms](http://www.norwich.gov.uk/benefitforms). Alternatively, you can call us on **0344 980 3333** or email [benefits@norwich.gov.uk](mailto:benefits@norwich.gov.uk) and we will send you the forms you need.

# Essential information to speed up your application

If you provide the following items, we will process your change in the shortest time possible.

## This is a list of the documents we accept for confirming proof of identity and income for partners and non-dependants

### 1 Proof of identity

It can be any of the following, we will need two forms of identity for each new member of your household:

- Birth, marriage or divorce certificate, separation or annulment papers (in your current name).
- Passport (current and valid).
- TV licence in your name.
- Medical card.
- Gas, electricity, phone or water rates bill, in your name for the last quarter (but not a mobile phone bill).
- Full driving licence (photo card or paper).
- Cheque card or credit or debit card.
- Certificate of employment in HM Forces or Merchant Navy.
- Letter from solicitor, social worker or probation officer.
- UK Border Agency documents, relating to entry into the UK.

### 2 Proof of National Insurance number

It can be any of the following items and we will need to see proof for each new member of your household:

- P45 or P60.
- Pay slips or salary statement or works pension statement. These must show your National Insurance number.
- Official letter sent to you by the Department for Work and Pensions, Jobcentre or HMRC tax department (not hand written).
- National Insurance card.

### 3 Proof of income and capital

We need to see all of these proofs for each new member of your household:

- Payslips (the last five weekly, the last three fortnightly or the last two months' payslips).
- Trading accounts for the last financial year if they are self-employed. If they have been trading for less than a year we will contact you for the information we need.
- State benefit or HMRC tax credit award letters.
- Bank, building society or post office account pass books or statements (we must see statements showing all transactions for the last two months for each account they have).
- Share certificates or dividend statements for stocks, shares and premium bonds.

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## Household change

### Section one

Please complete and return this form.  
**Remember to sign the form at the end.**

Date received by authority  
(OFFICE USE ONLY)

Claim reference number:

Name:

Address:

Postcode:

Telephone:

Mobile:

Norwich City Council's benefit department will need to contact you from time to time about your claim. If you have regular access to the internet and would prefer to be contacted by email tick here  and give us your email address in the space provided. Please take care to ensure this is written clearly.

Email address:

### Section two

#### If people are moving in

List all **new** members of your household

If a partner has moved in, you will need to provide **two** documents as proof of identity. The last page of the leaflet includes a list of documents we can accept.

You will need to provide proof of all income received by a partner or non-dependant who has moved in. The leaflet includes a list of documents we can accept. Please list all income they are receiving in the table below. You will still need to provide proof of this.

#### Person one

Name

Date of birth

Relationship to you

Last address

Date moved in

Income type

Amount

Frequency

Name of employer

Address of employer

## Person two

Name

Date of birth

Relationship to you

Last address

Date moved in

Income type

Amount

Frequency

Name of employer

Address of employer

## Person three

Name

Date of birth

Relationship to you

Last address

Date moved in

Income type

Amount

Frequency

Name of employer

Address of employer

## Person four

Name

Date of birth

Relationship to you

Last address

Date moved in

Income type

Amount

Frequency

Name of employer

Address of employer

Please include details of all bank accounts held by a partner or non-dependant who has moved in:

**Person one**

Name of account holder

Last 4 digits of account number/name/other details

Balance

**Person two**

Name of account holder

Last 4 digits of account number/name/other details

Balance

**Person three**

Name of account holder

Last 4 digits of account number/name/other details

Balance

**Person four**

Name of account holder

Last 4 digits of account number/name/other details

Balance

We will need to see proof of the current balance of each account or investment held by you or your partner if you or your partner are of pensionable age and the combined total of all savings, capital or investments is more than £9,500. **OR** if you or your partner are of working age and the combined total of all savings, capital or investments is more than £5,500.

## **Section three**

### **If people are moving out**

List all members of your household moving out

**Person one**

Name

Relationship to you

Date left

New address

### Person two

Name

Relationship to you

Date left

New address

### Person three

Name

Relationship to you

Date left

New address

### Person four

Name

Relationship to you

Date left

New address

**Has your income changed as a result of people moving out?** Please give details below.

If your income has changed, please list details of any changes in the table below. You will need to provide proof of all changes to your income.

Income type	Amount	Frequency	Date of change

Please tick the appropriate boxes to confirm details of the proof you will be providing to support your change of circumstances.

- Proof of a partners identity/National Insurance number
- Proof of you or your partners capital (If you or your partner are of pensionable age and the combined total of all savings, capital or investments is more than £9,500. **OR** if you or your partner are of working age and the combined total of all savings, capital or investments is more than £5,500.)
- Proof of a change to your income
- Proof of a non-dependant's income
- Proof of a partner's income

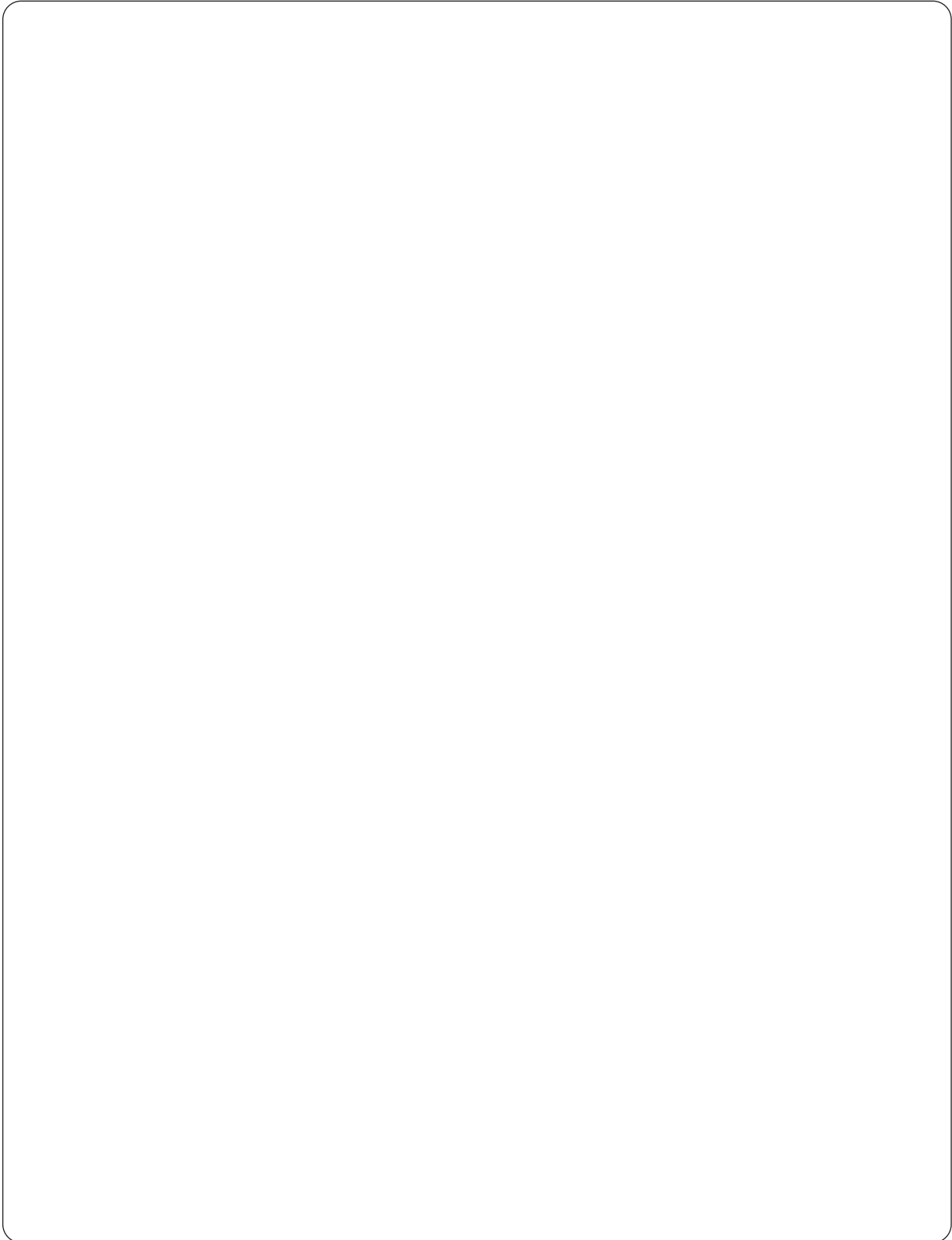
**Please provide the proof as soon as possible – the sooner we receive your proof, the sooner we can reassess your entitlement.**

## **Section four**

**Tell us about any other changes**

Please use the space below to tell us about anything else which has changed or that might have an effect upon your housing/council tax reduction. If you did not have enough space in any of the previous sections, you may also continue in the space below.

**Please provide proof of these changes.**



## Important

**We cannot work out your benefit until you have completed and returned this form and the proofs related to your changes.** As soon as you have completed this form please return it to City Hall. If you have the proofs we need, please send them too. If you do not have them yet, please return the form as soon as it is complete and send the proofs as soon as you have them.

**This form can be returned by post to:** Norwich City Council, City Hall, St Peters Street, Norwich NR2 1NH.

**Attached to an email to:** [benefits@norwich.gov.uk](mailto:benefits@norwich.gov.uk)

**At the customer contact centre check-in desk at City Hall, or at your neighbourhood housing office.**

We aim to serve in-person customers within 10 minutes. However, longer waiting times may be experienced during our peak times which are between midday and 3pm.

## Declaration

**Please read this declaration carefully before you sign and date it.**

- I declare that the information I have given on this form is correct and complete as far as I know and believe.
- I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action being taken.
- I agree that you will use the information I have provided to process my claim for housing benefit or council tax reduction, or both. You may check some of the information with other sources as allowed by the law.
- I understand that I may be prosecuted if I do not tell you about any change of circumstances.

Claimant signature

Date



If you require this form in another language or format, eg large print, audio cassette or Braille, please call 0344 980 3333 or email [info@norwich.gov.uk](mailto:info@norwich.gov.uk)