



Norwich City Council revenues and benefits

# Change of circumstances form

## Change of address

### Housing benefit and council tax reduction

#### You need to complete this form if:

you are moving to a new address and are claiming housing benefit and council tax reduction and you currently live in Norwich.

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

### Essential information to speed up your application

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

#### 1 Proof of rent liability for your new address.

If you pay a private landlord or housing association, we will need to see your tenancy agreement or rent book as proof of your new rent liability.

#### 2 A letter from your old landlord

If your rent liabilities at your old and new address overlap, we may be able to pay housing benefit on both homes for up to four weeks. In order for this to be considered, we will need your landlord or landlord's agent from your old address, to confirm in writing:

- a) that your old address will not be re-let during the notice period
- b) the exact date that your rent liability will cease at your old address
- c) a copy of your tenancy at your old address showing the notice period that must be given.

The letter must be written, signed and dated by your landlord or landlord's agent and it must contain all of the requested information as outlined in sections 2a, 2b and 2c above.

#### 3 A completed *Household change* form.

If you have had any changes to your household, you will need to complete this form also and provide all of the requested documentation. 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.

The form must be fully completed, signed, and all the requested proofs must be provided.

If your household changed when you moved, we cannot pay you housing benefit/council tax reduction at your new address without the information requested on this form.

#### 4 Proof of the account you would like your housing benefit paid into.

If you have moved out of a council property and into a private property, we need to see a bank statement so we can pay housing benefit directly to you.

The statement must be recent and it must show the name and address of the account holder, the account number and sort code.

#### 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.
- If your new address is a **council property**, please complete all of the questions in sections; 1, 2 and 6. Please remember to read the important information, the declaration and sign the back page of the form. We will not be able to update your housing benefit/council tax reduction if this form has not been signed.
- If your new address is a **private property** (this includes housing association properties), please complete all of the questions in all of the sections; 1, 2, 3, 4, 5, 6 and remember to read the important information, the declaration and sign the back page of the form. We will not be able to update your housing benefit/council tax reduction if the form has not been signed.
- 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 *Household change* 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.

# Change of circumstances form

## Change of address

Housing benefit and council tax reduction

### Section one

About you and your old address

**Remember to sign the form at the end.**

Date received by authority  
(OFFICE USE ONLY)

Claim number:

Your name:

Your old address:

Postcode:

Telephone number:

Mobile number:

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:

Name all the people that lived with you at your old address, including your partner, children and any other adults in your household. Please indicate whether each person will be moving with you to your new address by ticking **yes** or **no**:

Name

Date of birth

Yes  No

Name

Date of birth

Yes  No

Name

Date of birth

Yes  No

Name

Date of birth

Yes  No

Name

Date of birth

Yes  No

Name

Date of birth

Yes  No

When you moved out of your old address, did you leave it furnished? Yes  No

What was the date of the last night you slept at your old address?

What date did you give your landlord of your notice to quit your old address?

What date does your rent liability end at your old address?

Are you living away from your home address at the moment? Yes  No

If yes, answer all of the remaining questions in section one. If no, please proceed to section two over the page.

Please tell us why you are not living at your home address at the moment.

Do you intend to return to live at your home address? Yes  No

If you intend to return to your old address, please provide the date you expect to return.

Date:

Does your rent liability at your new address start before your rent liability at your old address ends? If yes, please complete all remaining questions on this section. If no, please move on to section two. Yes  No

Please give the reasons why you needed to take on a new tenancy at such short notice:

Please give the reasons why you were unable to remain at your old address until your new tenancy started:

## Section two

### About your new address

Your new address:

Postcode:

Please tick to show if the property you are moving to is let as:

- furnished (ie completely furnished)
- partly furnished (ie some furniture, but not all)
- minimally furnished (ie just two or three items)
- unfurnished (ie no furniture at all)

If you are under 22 years old, are you a care leaver? Yes  No

Do you rent your new property from the council? Yes  No

What date did your new tenancy start?

What was the date of the first night you slept at the new address?

If you were not able to move into your new address on the date the tenancy started, please tell us why:

Has anyone new joined your household since you moved? Yes  No

If yes, you need to complete a *Household change* form to tell us about these changes, 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.

Do you use your home for business? Yes  No

Do you have a main home somewhere else? Yes  No

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

What is the address?

Postcode:

How much do you pay for this home?

£

If your new address is a **council property**, please move onto section 6. If your new address is a **housing association property**, please move onto section 3. If your new address is not a council property or housing association property, please continue to complete the remaining questions.

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 (please say what)

Does your home have central heating? Yes  No

Does your home have a garden? Yes  No

Has your home been built or adapted for people with disabilities? Yes  No

Which floors do you live on?

All  Basement  Ground  1st  2nd  3rd

How many floors are there in the building?

Do you and your household occupy only part of the building you have ticked? Yes  No

If 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?

	In the whole building?	Just for you and your household?	That you share with other people?
Living rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedsitting rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bathrooms or shower rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Toilets	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Section three

### About your landlord

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? Yes  No

If yes, please specify the relationship:

Are you or your partner a director or shareholder, or employee of the landlord? Yes  No

Have you or your partner owned your current home within the last five years? Yes  No

What is your landlords name and business address?

Name:

Address:

Postcode:

If your landlord has an agent, please give the name and address.

Name:

Address:

Postcode:

Sometimes, sharing information we hold about you with your landlord helps us deal with your claim quickly, which reduces the risk of you falling behind with your rent because your claim is delayed. However, you do not have to give permission to do this if you do not want to.

Under the Data Protection Act of 1998 we need your permission to discuss anything. If you do want to give us permission to share information with your landlord, please sign below.

I authorise the council to discuss the progress of my claim with my landlord.

Signed:

Date:

## Section four

### About your tenancy

What sort of tenancy do you have?

For example, shorthold, assured, tied, introductory or something like this.

How long is the tenancy for?

 /  /  to  /  / 

How much is the rent for your home?

 £  every 

(For example, every week/fortnight/four 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/four 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 (R05)

Are there any weeks when you do not have to pay rent?

No

Yes  How many in a year?

Are you behind with your rent?

No

Yes  By how many weeks?

continued overleaf

Does your rent include money for the following?

• Meals	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
		Which meals are included?	Breakfast <input type="checkbox"/>
			Lunch <input type="checkbox"/>
			Evening meal <input type="checkbox"/>
• Water authority charges	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Heating	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Lighting	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Hot water	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Fuel for cooking	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Laundry done for you	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Cleaning rooms or windows	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Gardening	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
• Garage or parking space	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>
		Do you have to rent the garage as part of your tenancy agreement?	
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
• Personal care and support	No <input type="checkbox"/>		
	Yes <input type="checkbox"/>	How much each week?	£ <input type="text"/>



## Section five

### Housing benefit payments

If you have moved into a council property, please go straight to section six. If you have moved into a privately rented property, please read the options below and tick how you would like to be paid:

#### 1 Direct into your bank/building society:

Please tick if you would prefer this

Normally, we can pay housing benefit to you directly into an account of your choice. You will need to provide a recent bank statement for the account which you would like housing benefit paid into – see the essential information to speed up your application section of this form.

**Please note** – this does not automatically mean we pay housing benefit direct to you.

**Please confirm:**

Name(s) of the account holder:

Bank/ building society account number:

Sort code:

If you ticked this box, please read and sign the declaration at the bottom of this page, then go straight to section 6.

#### 2 Direct to your landlord (housing association):

Please tick if you would prefer this

If you are a private tenant and live in a property, caravan or mobile home that belongs to a housing association, we can pay your housing benefit direct to your landlord.

**Please note** – this does not automatically mean we pay housing benefit to your landlord.

If you ticked this box, please read and sign the declaration at the bottom of this page, then go straight to section 6.

#### 3 Direct to your landlord (private landlord):

Please tick if you would prefer this

If you rent from a private landlord, your housing benefit will not normally be paid direct to your landlord unless there is a reason why this would cause you difficulties in paying your rent.

**Please note** – this does not automatically mean we pay housing benefit to your landlord.

If you ticked this box, please read and sign the declaration below then complete all remaining questions on the next page.

#### Your declaration:

Please pay any housing benefit I may be entitled to by the method I have ticked. I understand that once I have selected a payment method the council cannot change it without written instructions, unless I have eight weeks or more of rent arrears. I understand that in the case of payments direct to my landlord, written consent is required.

Your signature:

Date:

## Section five

### Housing benefit payments (continued)

#### Direct payments to landlords

Please use this section to tell us why you might have difficulties paying your rent if we do not pay your landlord directly.

#### Bank account details for your landlord

Only to be completed if you would like us to consider paying your landlord or their agent directly.

Please ask your landlord to complete and sign this section with the details as they appear on your landlord's bank or building society account.

Name(s) of the account holder:

Bank/building society account number:

Sort code:

I agree to accept payment of any housing benefit on behalf of the above tenant. I understand that I must tell the council about any changes in circumstances that I may be reasonably aware of and that I may be required to repay any overpaid housing benefit that my tenant was not entitled to.

Signed by landlord/landlord's agent:

Date:

## Section six

### Tell us about any other changes

If anything else has changed that might affect your housing benefit/council tax reduction, please use the space below and overleaf to tell us about it:

## Important

**We cannot work out your housing benefit/council tax reduction 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 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)