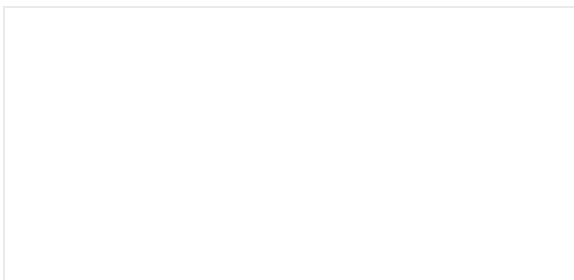


Date:  
Our ref: HB  
Your ref: NI  
Ask for: Benefits Service  
Direct dial: 01843 577552



Please tell us if your circumstances change. If you do not, and we pay you too much benefit, we may take legal action against you.  
You can tell us online at [www.thanet.gov.uk/benefits](http://www.thanet.gov.uk/benefits)

Dear

**Housing Benefit / Council Tax Benefit**  
for Tenants of Private Landlords

Thank you for telling us that you have moved.

So that I can update my records, please provide details, using the attached form, of everyone living with you in the property – provide proof of their income and capital where asked.

If any other circumstances have changed, give full details in Section F.

When you have filled in the form, read and sign the declaration to confirm that the details you have given are correct, and that you understand the importance of reading your notification letters and telling us immediately, in writing, if anything that is incorrect or changes.

If you do not fill in and return this form with all relevant proof, within one month of the date of this letter, I may not be able to give you any further benefit and your claim may be stopped.

Yours sincerely,

Revenues & Benefits Manager

Revenues & Benefits Service

Director of Shared Services:  
Donna Reed

Email: [Benefits@thanet.gov.uk](mailto:Benefits@thanet.gov.uk)

Fax: 01843 577532

DX 30555 (Margate)

Telephone calls may be monitored

Thanet District Council

PO Box 9

Cecil Street

Margate

Kent

CT9 1XZ

01843 577000

[www.thanet.gov.uk](http://www.thanet.gov.uk)



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

## Acceptable Evidence

If we have asked you to provide any proof or evidence to go with your claim, please refer to the following list of acceptable documents. If you are unable to supply the items asked for, please contact the Revenues & Benefits Service, immediately.

Please supply ORIGINAL documents only. Photocopies and faxes are NOT acceptable.

### Identity

- Passport
- Certificate of Identity (Home Office)
- Birth Certificate
- Marriage Certificate
- Divorce papers
- Utility bills
- National Insurance Number Card
- Full / Provisional Driving Licence
- EC / EEA Identity Card
- UK Work Permit
- Medical Card

### Capital

- If your capital is under £5,500 please fill in a capital declaration form
- Last two months full statements for all bank / building society / Post Office accounts held
- Savings books with an up-to-date balance
- Stock and Share Certificates
- Unit Trust Certificates
- Premium Bonds
- National Saving Certificates / Stamps
- ISA, PEP, TESSA statements
- Bond Certificates

### Rent

- **Current** Tenancy Agreement
- Housing Association rent increase letter (up to one year old)

or

- **Current** letter from the person **who you pay your rent to** (your landlord / agent)  
**The proof of rent letter must include:**
- The tenant's name and address (including any room or flat number - if the tenant rents a room but does not have a room number, give the exact location of the room in the building)
- The landlord's full name and address
- Where there is an agent, the agent's full name and address, and the landlord's full name.

- The full rent charged, and how often it is due, for example weekly, 4-weekly, monthly and so on
- The date the tenancy started and the date the tenant moved in (if they are different)
- Details of all services included in the rent, such as heating, lighting, water, meals and so on
- The landlord's / agent's signature

### Income

- **Current** pension pay slips / award letters
- **Current** State benefit entitlement letters
- Certificate of earnings / **consecutive printed** pay slips (5 weekly, 2 monthly or 3 fortnightly)
- Latest self-employed accounts / a fully completed self-employed form with supporting documents, for example receipts for large purchases, business bank account statements and so on.
- The Council's form for declaration of State benefits completed, stamped and signed by the Department for Work and Pensions (DWP)
- Child Support Agency award letter / letter from the person paying the maintenance
- Student bursary / grant award notice together with a letter from the college stating the term dates
- Student loan award notice

### National Insurance Number

- National Insurance Number Card
  - Department for Work and Pensions (DWP) letters
  - Printed wage slips
  - P45 / P60
  - Tax letters
-

# Housing Benefit and Council Tax Benefit change of address form



If you still want to claim help with paying your rent or Council Tax, please fill in this form.

For Benefits advice and information, please visit [www.thanet.gov.uk/benefits](http://www.thanet.gov.uk/benefits)

Full Name and New Address	What address have you moved from?
---------------------------	-----------------------------------

**IMPORTANT:** Please read the notes at the back of this form, and then fill in as much of this form as you can, in **BLACK INK** using BLOCK CAPITALS, and return it without delay. If you cannot provide the information we need, you can send it later.

We will work out your benefit using the information in this form, so if any of your details change, you must tell us about them in writing, immediately.

Where you see this  sign you **MUST** provide proof.

## A Questions about your claim

1	Do you want to claim help with your rent?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
2	Do you want to claim help with your Council Tax?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
3	What date did you move in?	<input type="text"/> / <input type="text"/> / <input type="text"/>			
4	What is your phone number?	<input type="text"/>			

## B Questions about your partner

If you do not have a partner, write 'No' for question 1 and go to section C

**We use 'partner' to mean:**

- a person you are married to or live with as if you are married to them; or
- a civil partner or a person you live with as if you are civil partners.

1	Do you have a partner who lives with you?	5	National Insurance number
<input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
2	Your partner's title (Mr, Mrs, Miss, Ms, other)	6	What date did your partner move in?
<input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/>	
3	Partner's full name	7	What was your partner's previous address?
<input type="text"/>		<input type="text"/>	
4	Date of birth		
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>			

## C Questions about children who live with you

Do you have any children who live with you?

If 'Yes', please give details below:

Full name of child	Date of birth	Boy or girl?	Do you get Child Benefit?	Are they registered blind?	Do they get Disability Living Allowance?
<i>Example: John Smith</i>	<i>04/01/98</i>	<i>Boy</i>	<i>Yes</i>	<i>No</i>	<i>No</i>

## D Questions about other people in your home

1 Does anyone live with you and your partner, even if they don't contribute to the household? For example grown up son or daughter, friend or lodger?

If 'Yes', please give details below:

Their full name	Date of birth	Male or female?	Relationship to you or your partner	If working, put working and how many hours each week, or list what benefits they receive	Date they moved in
<i>Example: Peter Smith</i>	<i>01/09/69</i>	<i>Male</i>	<i>Son</i>	<i>Working 30 hours</i>	<i>01/01/02</i>

Please provide details of all income and capital of anyone listed above (who is not a lodger). If any are working, we must also see their last five weekly, last three fortnightly or last two monthly wage slips. If you do not provide this, it may lead to us paying you less benefit.

If any of these people are married to each other or living together as if they are married; or civil partners or living together as if they are civil partners, please give details in section G.

2 Are any of the above people students?

Yes

No

3 Do any of the above people pay you rent?

4 If 'Yes', give their names and the amount they each pay you

5 Does this include heating?

6 Does this include meals?

**E****Questions for people who pay rent** 

- 1 What date did your tenancy start?
- 2 How long is your tenancy for?
- 3 What date did you move in?
- 4 Do you have a tenancy agreement?
- 5 If you have a joint tenancy, list the names of the other tenants.
- 6 What is the full name and address of your landlord or housing association?  
If your landlord has an agent we need their full name and address as well.  
Please make it clear who the landlord is and who the agent is.
- 7 Do they own the property?
- 8 If 'No', please say who owns the property and give their address
- 9 Have you or your partner ever owned the property you are renting?
- 10 Are you, your partner or your children related to the owner of the property, or their partner?
- 11 If 'Yes', please say how you are related.

If you have a tenancy agreement, please send it in as proof of rent. If you do not have a tenancy agreement or cannot find it, please ask your landlord for a letter confirming your rent.

## Questions about your rent

12 How much is the full rent?

£

13 How often is the rent charged?  
For example, every week, every four weeks or every month?

14 Are you behind with your rent?

How much do you owe?

£

15 Do you have any rent-free weeks?

If 'Yes', how many?

16 Does your rent include money for the following: (Please write **'Yes'** or **'No'** in each box.)

Garage

Do you have a choice to rent the garage?

Water rates

Cleaning of shared areas

Council Tax

Personal care or support

Heating

Heating or lighting of shared areas

Hot water

Cleaning and laundry

Lighting

Breakfast

Fuel for cooking

Lunch

Evening meal

17 Are there any other services included?

If 'Yes', please say which

18 If you are under 22 years old, are you, or have you been, under a care order or looked after under the Children Act?

If 'Yes', you may be entitled to more Housing Benefit, so you must provide proof of your care order, or the section of the Children Act under which you were looked after (or both).

## Questions about your home

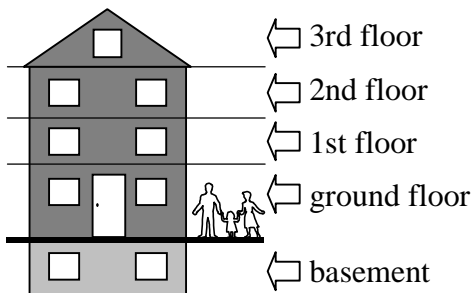
19 What type of accommodation do you rent? Please tick :

Bedsit	<input type="checkbox"/>	Semi-detached	<input type="checkbox"/>	Caravan	<input type="checkbox"/>
Room	<input type="checkbox"/>	Detached	<input type="checkbox"/>	Hotel	<input type="checkbox"/>
Flat	<input type="checkbox"/>	Bungalow	<input type="checkbox"/>	Hostel	<input type="checkbox"/>
House	<input type="checkbox"/>	Maisonette	<input type="checkbox"/>	Residential Care Home	<input type="checkbox"/>
Terraced	<input type="checkbox"/>	Other (Please give details)	<input type="text"/>		

20 If you rent a room, please tick a box to show where in the property it is. (For this question, assume you are standing outside looking at the front of the building.)

Front	<input type="checkbox"/>	Centre	<input type="checkbox"/>	Back	<input type="checkbox"/>
Front left	<input type="checkbox"/>	Front right	<input type="checkbox"/>	Centre left	<input type="checkbox"/>
Back left	<input type="checkbox"/>	Back right	<input type="checkbox"/>	Centre right	<input type="checkbox"/>

21 Using the diagram below as a guide, on which floor is your home?



22 What is your room or flat number?

23 How many floors are there in the property?

24 Does the accommodation have central heating?

25 Do you have a car space?

26 Is the accommodation rented:

Fully furnished?

Partly furnished?

With hardly any furniture?

Unfurnished?

27 Who is responsible for decoration inside, for example, landlord, tenant or do not know?

## Questions about your home

28 Please tell us below the number of rooms in the property, the number of rooms you use and the number of rooms you share.

Type of room	Number of rooms in property	Number of rooms used just by you and your household	Number of rooms you share with other people
<i>Living rooms</i>			
<i>Bedrooms</i>			
<i>Bedsitting rooms</i>			
<i>Kitchens</i>			
<i>Bathrooms with toilet</i>			
<i>Bathrooms without toilet</i>			
<i>Separate toilets</i>			
<i>Dining rooms</i>			
<i>Other rooms - Please tell us about these in Section G</i>			
<i>Total number</i>			

29 If you have a bedsitting room, where are the cooking facilities and what do they include, such as a cooker, microwave and so on?

30 Do you have a carer who regularly stays overnight in your home to look after you or your partner?

If 'Yes':

Do you have a room that is used solely for the carer to sleep in overnight?

Does the carer have his or her own home elsewhere?

Please provide a letter from your care provider confirming these things.



**If you are the tenant of a private landlord, we will normally pay Housing Benefit direct to you – not to your landlord.**

**However, every council has Safeguard guidelines to protect vulnerable tenants. Each case is looked at individually.**

We may pay your landlord direct if:

- We think that you are likely to have difficulty in managing your affairs
- We think that it is likely that you won't pay your rent
- You are in arrears by eight weeks or more, or are having deductions made from your Income Support, Job Seeker's Allowance, Employment and Support Allowance, or Pension Credit, to pay off rent arrears. But we will only pay your landlord direct if it is in your best interest.

Examples of where the Safeguard guidelines may apply:

If you

- have learning disabilities
- have medical conditions
- cannot read and write, or speak English
- are addicted to drugs, alcohol, and gambling
- have mental illnesses that seriously impair your ability to manage on a day-to-day basis
- are fleeing domestic violence
- have left care recently
- have just left prison following a long sentence
- have severe debt problems
- have had recent county court judgements
- have a proven, and substantial, history of rent arrears
- are an undischarged bankrupt
- have previously left a property, leaving substantial rent arrears
- receive help from a homeless charity

This is not a full list, and we will look at other circumstances in which you may have difficulty managing your money.

For further information please ask us for a leaflet, or contact the Benefits Service on 01843 577552

## I Paying Housing Benefit

Tenants affected by the Local Housing Allowance:

We will pay Local Housing Allowance direct to you, **not** to your landlord. So it will be your responsibility to pay the rent to your landlord. However, we will consider making direct payments to landlords for tenants who are unable to manage their own financial affairs; or who are not capable of taking responsibility for paying their rent; or if their rent is in arrears by 8 weeks or more.

Please note that we only pay Housing Benefit by BACS and it will be paid direct into **your** bank or building society account.

Unfortunately, we are not able to pay into some accounts, such as Individual Savings Accounts (ISAs), Post Office Card Accounts and some Savings Accounts. If you are not sure about the account you want to use, please ask your bank or building society.

Please complete the details below.

1 Name and full address of your bank or building society

--

2 Names as they appear on the account


3 Branch sort code

		-			-		
--	--	---	--	--	---	--	--

4 Account number

--	--	--	--	--	--	--	--

5 Building society account/roll number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

If you cannot open at least a basic bank account, or you think that you may need safeguarding (see section H), please contact the Benefits Service **straight away** on 01843 577552

If you are **not** affected by Local Housing Allowance, who would you like your benefit paid to:

You?       Your landlord?       Your landlord's agent?

If to **'your landlord'**, or to **'your landlord's agent'**, you must ask your landlord to complete the declaration in section N.

**If you want to give us permission to share information with your landlord or their agent, please read the following information.**

Sometimes sharing information with your landlord or their agent helps us to deal with your claim quickly. This reduces the risk of you falling behind with your rent because of your claim being delayed. We would only share information with your landlord or their agent if you:

- are a Thanet District Council tenant; or
- have agreed that your Housing Benefit can be paid directly to your landlord or their agent.

But in either case, under the Data Protection Act we need your permission to share information.

If you give us permission, we would be able to tell your landlord or their agent:

- whether or not you had claimed or renewed your claim for Housing Benefit and, if so, whether we have made a decision on your claim or not; and
- if we need further information to make a decision on your claim and, if so, what that information is.

There may be other information about your claim that we need to check with your landlord or their agent, such as the date your tenancy started, before we can make a decision on your claim. We have to ask them even if you have not given us permission to discuss your claim with them. Unless you have given us your permission by signing this form, we will not discuss anything else with your landlord or their agent.

If you do not give us permission to discuss your claim with your landlord or their agent, it will not affect your claim. If you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know.

If you want to give us permission to discuss your claim with your landlord or their agent, please fill in the following information and sign below:

**Note:**

**If you are affected by Local Housing Allowance, and you want us to share information with your landlord, you must sign this declaration.**

**I give permission to share my information about the progress of my Housing Benefit claim with my landlord or their agent.**

Your name

Your address

Your signature

Date

**Please read this declaration carefully.**

- This is my claim for Housing Benefit and Council Tax Benefit.
  - I declare that the information I have given is correct.
  - I authorise you to make any necessary enquiries to check the information on this form. This includes contacting my bank, building society, employer, pension provider, HM Revenue & Customs, Department for Work and Pensions (DWP) and other local authorities.
  - I authorise you to check the information I have given with other sections within the Council and the Rent Officer.
  - I understand that if I give information that is false, I may be prosecuted.
  - I understand that if I supply, or allow to be supplied, any documents that I know to be false, I may be prosecuted.
  - I live at the address given on the form, and have no income other than that I have declared.
  - I am not claiming Housing Benefit or Council Tax Benefit elsewhere.
  - I understand that if I knowingly continue to get benefit that I am not entitled to I may be prosecuted.
  - I must tell the Benefits Service quickly in writing about any changes, even if I have already told the Jobcentre Plus or DWP.
- You or your partner's investments or savings go up or down
  - You or your partner comes off Income Support, Jobseeker's Allowance, Employment and Support Allowance, or Pension Credit.
  - The amount of childcare you pay goes up or down.

**Remember, if you change address, you must fill in a new form.**

**Data Protection declaration**

We will pass the information you give on this form to our Anti-Fraud Team as part of our commitment to reduce crime. We use the information to detect and prevent crime only, by checking it against other local and national government services; these include the DWP Housing Benefits Matching Service and the Audit Commission National Anti-Fraud Initiative.

Your information may be accessed by other local authorities and the Home Office. It may also be passed to a Credit Reference Agency for the purpose of checking undeclared people who may live with you.

The information in this form is personal and will be held by Thanet District Council. As a result, it is covered by the Data Protection Act 1984, amended by the Data Protection Act 1998.

*Examples of changes include if:*

- Your rent changes
- Tax Credit changes
- Pension Credit changes
- You or your partner start working or change employer
- You or your partner has a baby
- You or your partner goes into hospital
- Anyone leaves or joins the household
- The income of anyone in your household goes up or down
- A child leaves school or Child Benefit stops
- You or your partner's income goes up or down

**I have read and understand the declaration in section K.**

Your signature

Date

Your partner's signature

Date

**The section below must be filled in if someone has filled in the claim form for you.****This includes an agent, appointee, relative or friend.**

I have filled in this form on behalf of

As they cannot fill in the form because

I am (name in BLOCK CAPITALS)

Relationship to person claiming

**I have read each question and recorded the answers given.****As far as I know they are true and complete.**

Your signature

Date

**Remember, unless you are the appointee or have Power of Attorney,  
the person claiming must also sign the form.****STOP BENEFIT FRAUD!**

HELP US TO HELP YOU!

**Phone 01843 577369****E-mail: [fraudbusters@thanet.gov.uk](mailto:fraudbusters@thanet.gov.uk)****Online at: [www.thanet.gov.uk](http://www.thanet.gov.uk)****All information is treated in confidence**

## **Please check that the information you have given is correct.**

- 1 Have you answered all the necessary questions?
- 2 Have you signed and dated the form in section L?
- 3 Have you included, or will be providing, proof of rent for your new address?
- 4 If you reported other changes, you must provide evidence. This must be the originals and not copies.

## **Proof of income**

- The last five weekly, last three fortnightly or last two monthly wage slips for you, your partner and anyone else who lives with you.
- Your latest accounts if you are self-employed.
- Benefit, Pension or Child Benefit award letters.
- Pension slips.
- Child support or maintenance letters.

## **Proof of your savings**

For people not receiving income-based Jobseeker's Allowance, Income Support, income-related Employment and Support Allowance, or Pension Credit Guarantee

- Full statements or updated passbooks for each account showing the last two months' transactions.
- Documents showing who owns any stock, shares, bonds, and certificates, if we have not seen them before.
- Any other relevant documents.

## **Proof of money paid out**

- Latest tenancy agreement or a letter from your landlord confirming your rent.
- Childminder's letter confirming their Ofsted registration number, how much you pay and the names of your children who attend.
- Letter from a pension company showing your contribution (only if you or your partner work).

## **Proof of your and your partner's identity**

We must see at least two documents that prove both your and your partner's identity (unless previously provided). These could be a:

- Driving licence.
- Passport.
- Birth or marriage certificate.
- National Insurance number card.
- Medical card
- A letter addressed to you from a solicitor, social worker, probation officer, HM Revenue & Customs, or the Home Office.
- A recent gas, electricity or water bill.

Without this information it may not be possible to work out your benefit so you must provide everything as quickly as possible. You should return the form to us even if you do not have all documents.

When you have filled in this form you must return it straight away to Thanet District Council.

If you need advice about what to send, please contact Thanet District Council.

## **N** | Landlord's declaration

**Please note:** Tenants affected by the Local Housing Allowance:

We will pay Local Housing Allowance direct to you, **not** to your landlord. So it will be your responsibility to pay the rent to your landlord. However, we will consider making direct payments to landlords for tenants who are unable to manage their own financial affairs; or who are not capable of taking responsibility for paying their rent; or if their rent is in arrears by 8 weeks or more.

Landlord's/Agent's/Company's full name and address:

Contact telephone number:

Tenant's full name and address:

If you are a limited company, what is the registration number?

If the company is not a limited company, please give the full names of all the partners:

**I agree to accept payments for the above named tenant. I understand by law that:**

- I must tell you if I become aware of any changes in my tenant's circumstances.
- Payments may stop if I fail to do this and I may be prosecuted if I accept Housing Benefit which I know I am not entitled to.
- If I am paid too much Housing Benefit for any tenant I must repay it. Deductions for any overpaid benefit may be deducted from the benefit of other tenants and this will not affect their rent.
- You may check the information I have provided with other sources to prevent and detect criminal offences. You may give information to other government organisations, where the law allows this. You may also use this information in connection with other Council business, especially processing and recovering Council Tax, and providing environmental health, housing, and electoral services.

Signature

Date

## N | Landlord's declaration

I want you to send my tenant's benefit award letter by e-mail

Yes

No

E-mail address:

If you want us to pay your tenant's benefit into your bank or building society, please complete the details below.

Unfortunately, we are not able to pay into some accounts, such as Individual Savings Accounts (ISAs), Post Office Card Accounts and some Savings Accounts. If you are not sure about the account you want to use, please ask your bank or building society.

Name and full address of your bank or building society

Names on the account

Branch sort code

<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>	—	<input type="text"/>	<input type="text"/>
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Account number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Building society account number

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**These notes will help you fill in this form and understand a bit more about Housing Benefit and Council Tax Benefit. You should also read the notes that are in the form.**

### **Who can claim Housing Benefit or Council Tax Benefit?**

Anyone who is on low income and has to pay rent or Council Tax; you do not have to be unemployed to claim.

If you are single and have other adults living with you who are on a low income, you may get Second Adult Rebate instead of Council Tax Benefit. If you provide all the information that has been asked for, we can work out this for you.

### **Filling in the form**

Please answer all the questions.

Unfortunately, we have to ask lots of questions to make sure that you get all the benefits you are entitled to. If you need help filling in this form or you need any advice, please contact the Benefits Service.

If the form is not filled in properly, we will send it back to you with a letter saying what you need to do next. This may mean that there will be a delay in your benefit being paid.

### **Returning the form to us**

If you want to claim, you must return the form as soon as possible as any delay may result in the loss of benefit. This is because benefit is normally paid from the Monday after we receive your form.

As well as this form we must see proof of your income and savings, and so on. If you receive Pension Credit we will not need to see proof of your income and savings.

If you do not have all the proof ready, you should return the completed form straight away and provide proof later.

We must see the **original** documents – photocopies cannot be accepted. Please make sure that anything you provide has your name and current address on it.

Any valuable items you send to us will be returned straight away by post. For example passport, and bank book.

If you need a visit or advice, please contact the Benefits Service.

### **What if something changes?**

Your benefit will be worked out using the information you have given on this form. If anything changes, for example your income goes up or down, or someone leaves or joins your household, you must tell us immediately in writing.

**WARNING: If you do not give the correct information, or fail to tell us about a change in your circumstances, you may be committing fraud and this may lead to you being prosecuted.**

## What happens next?

When we receive your form and all the required proof, we will work out your Housing Benefit and Council Tax Benefit. We will then send you a letter telling you how much you have been given. You must check the letter to make sure that the information we used to assess your claim is right. If the information is wrong or you need advice, you must contact the Benefits Service straight away. Any benefit due will be sent to you or paid into the appropriate account, depending on your circumstances.

### Backdating

In most cases benefit is paid from the Monday after we get your application form, but in some cases we can pay it from an earlier date. If you would like us to consider backdating your claim, you must write in section G the date you want your benefit paid from and why you did not claim benefit earlier.

You must be able to give good reasons why you did not claim before and send in any proof to support your request.

### Appeals

If you are not happy about the amount of benefit that has been given to you, you can ask us to check it to see if it is correct. Details of how and when to do this will be sent with your benefit award letter.

### Changes in your circumstances

If any of the details you have put on this form change, you must tell us about them in writing immediately. If you are unsure whether a change will affect your claim please tell us anyway.

Please write to:  
Benefits Service  
Thanet District Council  
PO Box 9  
Cecil Street  
Margate  
Kent CT9 1XZ

### OTHER HELP AND ADVICE

#### About Council Tax

You could be entitled to a reduction in your Council Tax:

- if there is someone in your household who is permanently disabled
- if you provide care for anybody who is not your partner or child, or they provide care for you, and they live with you.

If you would like to know more, contact the Benefits Service.

## How to contact us

### **BY POST:**

#### **Revenues & Benefits Service**

Thanet District Council  
PO Box 9  
Cecil Street  
Margate  
Kent CT9 1XZ

Phone: 01843 577552

Fax: 01843 577532

E-mail: [benefits@thanet.gov.uk](mailto:benefits@thanet.gov.uk)

Web: [www.thanet.gov.uk](http://www.thanet.gov.uk)

#### **Stop Benefit Fraud**

Phone: 01843 577369

E-mail: [fraudbusters@thanet.gov.uk](mailto:fraudbusters@thanet.gov.uk)

Web: [www.thanet.gov.uk](http://www.thanet.gov.uk)

or write to the Investigation Team at the above address.

### **IN PERSON:**

#### **Thanet's Gateway Plus**

Cecil Street  
Margate

**Open:** Weekdays 9am to 6pm,  
(8pm on Thursday).

Saturday 9am to 5pm

or

#### **Ramsgate District Office**

14 York Street  
Ramsgate

**Open:** Monday to Friday  
8:45am to 12:30pm

## Useful contacts

#### **Citizen Advice Bureau**

Margate – Phone advice: 01843 225973

Appointments: 01843 232666

Web: [www.cabsites.org.uk/thanet/](http://www.cabsites.org.uk/thanet/)

#### **Age Concern**

Phone: 01843 223881

Web: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

#### **Pension Service**

Phone: 0845 606 02 65

Web: [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

#### **Disability Living Allowance**

Phone: 0845 712 34 56

Web: [www.dwp.gov.uk](http://www.dwp.gov.uk)

#### **Social Services**

Phone: 01843 860000

Web: [www.kent.gov.uk](http://www.kent.gov.uk)

#### **Tax Credits**

Phone: 0845 300 39 00

Web: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

#### **DirectGov**

Web: [www.direct.gov.uk](http://www.direct.gov.uk)

#### **The Department for Work and Pensions**

Benefit Enquiry Line

Phone: 0800 882200

Web: [www.dwp.gov.uk](http://www.dwp.gov.uk)

#### **The Department for Work and Pensions**

Queens House, Ramsgate

Phone: 0845 608 86 26

Web: [www.dwp.gov.uk](http://www.dwp.gov.uk)

#### **Jobcentre Plus**

Phone: 01843 258300

Web: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

#### **The Rent Service**

Phone: 0845 026 46 96

Web: [www.therentservice.gov.uk](http://www.therentservice.gov.uk)

#### **Child Benefit**

Phone: 0845 302 14 44

Web: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

#### **Child Support Agency**

Phone: 0845 713 31 33

Web: [www.csa.gov.uk](http://www.csa.gov.uk)