



# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



**WELWYN  
HATFIELD**



# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



## Discretionary Housing Payment

If your Housing Benefit or Universal Credit does not cover all your rent, you may be eligible to apply for a Discretionary Housing Payment, also known as a DHP. This is for residents experiencing exceptional financial hardship making it challenging for them to meet their housing costs.

A DHP can help people with housing costs, including those affected by:

- the benefit cap which restricts the amount of Benefits a person can receive
- removal of the spare room subsidy in the social rented sector
- Local Housing Allowance (LHA) rates which restrict the rental cost used to calculate benefit to the local market rent

You may get a DHP to cover housing costs for:

- a rent shortfall
- rent deposits
- rent in advance if you need to move home

The funding for DHPs is limited and funded by the government. DHPs are intended to provide additional financial assistance for a short period of time during a difficult time, it is not intended as a long-term measure, and therefore payments cannot be made

for extensive periods of time. While you can only get a DHP if you are entitled to Housing Benefit or the Housing Costs element of Universal Credit, it is not linked to the legislation that covers those benefits and therefore does not carry the right of appeal.

## Council Tax Support Hardship Relief

You can apply for a Council Tax Support hardship payment if you get Council Tax Support and you're facing exceptional financial hardship.

To apply you must:

- be registered as the person liable for Council Tax
- be currently getting Council Tax Support
- be willing to make payments towards your Council Tax
- be actively taking steps to deal with your financial hardship, where possible
- have checked whether you are entitled to a Council Tax Discount

Your Council Tax Support hardship application will be refused if you do not meet all the above criteria.

If you think we have not taken all your circumstances into account, or there are additional things you want to tell us about, you can ask us to look at the decision again by writing to us.

Agencies such as Citizens Advice, Step Change, and the National Debt line offer a Debt Management Service that you might find helpful. For more information, please visit our website at [www.welhat.gov.uk/benefit/faqs](http://www.welhat.gov.uk/benefit/faqs)

## Discretionary Housing Payment (DHP) or Council Tax Support Hardship Relief Application

To apply for Discretionary Housing Payment or Council Tax Support Hardship Relief complete the form fields below and send it to [benefits@welhat.gov.uk](mailto:benefits@welhat.gov.uk) along with:

- a copy of your tenancy
- evidence of your rent arrears showing how they have accumulated
- your last two months bank statements for all your accounts to confirm expenditure
- evidence of any debts such as credit card statement, loan statement or utility bills with arrears
- Most up to date award letter of Universal Credit showing all elements of the Universal Credit and all deductions
- Proof of eviction notice if applicable

**Any fields marked with an asterisk (\*) are mandatory and must be completed.**

## YOUR DETAILS

*First name	*Surname
*Email address	*Daytime telephone number
*Address being claimed for	
Housing Benefit/Council Tax Support claim number (if known)	Council Tax account number (if known)
*National Insurance Number	*Date of Birth / /

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## FINANCIAL SUPPORT NEEDS

\*Where do you need financial support? (tick all that apply, make sure you tick at least one)

- |  |  |                                       |
|--|--|---------------------------------------|
| <input type="checkbox"/> Help with Council Tax | <input type="checkbox"/> Shortfall in rent | <input type="checkbox"/> Rent arrears |
| <input type="checkbox"/> Moving costs          | <input type="checkbox"/> Rent in advance   | <input type="checkbox"/> Deposit      |

\*Please confirm that you are aware that this award would only be short period to help with temporary financial problems or to allow time to find alternative accommodation.

I confirm

## TENANCY AND RENT DETAILS

\*When did you move to your current home?

/ /

\*How did you find your home (letting agent, LA register etc)?

\*When moving to your current home how did you expect to pay your rent?

\*Has your home been allocated to you or adapted to meet a specific need?

- Yes  No

If yes, please specify.

\*When does your current tenancy end and/or how much notice do you need to give on your tenancy?

Have you have been deemed to be over-accommodated (often referred to as the bedroom tax)?

- Yes  No

If yes, is there a reason you require extra bedroom(s) in your property?

## REDUCING YOUR RENT COSTS

\*Have you made a request to your landlord to reduce your rent?

- Yes  No

\*What steps have you made to find alternative cheaper or smaller accommodation (you may be required to provide evidence of this)?

\*Are you on the Housing Register?

- Yes  No

If yes, please provide your reference number

If no, is there a reason for this?



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\*Is there a reason you cannot move from your current address or feel you should not be expected to move?

Yes  No

If yes, please provide details

## RENT

\*How much is your rent per month?

£

\*What is the shortfall between your Housing Benefit/Rental Element of Universal Credit and your rent?

£

\*Are you in rent arrears?

Yes  No

If yes, by how much?

£

\*Has your landlord has taken any recovery action?

Yes  No

What hardship are you suffering because of your shortfall in rent?

**Please provide a copy of your tenancy and evidence of your rent arrears showing how they have accumulated.**

If you wish to apply for Discretionary Housing Payment for rent deposit, moving costs or rent in advance, please tell us how much you are applying for?

Rent deposit  Moving costs  Rent in advance

Please provide evidence of what is required, for example a letter from the landlord/agent, or removal company.

Please provide the bank details for the organisation or landlord that will need to be paid:

Name of Bank  Name of Bank Account Holder   
Account Number  Sort Code

Any additional information

# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



Use the sections below to tell us about your income, account details and expenditure.

## \*INCOME

Please give details of all your income.

	Amount	Frequency
Wages	£	
Universal Credit	£	
Attendance Allowance / DLA / PIP	£	
Tax Credit	£	
Pension Credit	£	
State Pension	£	
Private Pension	£	
Child Benefit	£	
Maintenance Payments	£	
Income from other adults who live with you	£	
Other – please list below		
	£	
	£	
	£	
	£	
Total	£	

## \*BANK ACCOUNTS

Please list details of any bank/building society accounts you hold.

Bank Name	Account Number	Balance
		£
		£
		£
		£
		£

## NON-DEPENDANT INCOME

Please give details of any income from other adults who live with you.

	Amount	Frequency
	£	
	£	
	£	

# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



## \*EXPENDITURE

Please give details of your expenditure below.

**We can only allow for essential expenditure and will reduce any cost deemed excessive. Anything that is above these may not be considered unless you can provide a reason why the extra expense is essential, for example special dietary requirements or additional electricity costs for equipment relating to a disability.**

	Amount	Frequency
Food and household items	£	
Domestic fuel (gas/electricity/oil etc)	£	
Water rates	£	
Telephone – mobile	£	
Telephone – landline	£	
Internet access	£	
Clothing	£	
Travel – public transport	£	
Motor expenses – fuel	£	
Motor expenses – car insurance	£	
Motor expenses – tax	£	
TV Licence	£	
TV subscriptions	£	
Entertainment (please specify)		
	£	
Life or contents insurance	£	
Dental insurance / fees	£	
Pet care / food / insurance	£	
Childcare	£	
Children's clubs	£	
Loan repayments	£	
Credit card payments	£	
Catalogue payments	£	
Short Term Loans (Klarna, Clear Pay etc)	£	
Other outgoings (please specify)		
	£	
	£	
	£	

**Please supply your last two months bank statements for all your accounts to confirm expenditure, and also provide evidence of any debts such as credit card statement, loan statement or utility bills with arrears.**

# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



## PAYMENTS

If your application is successful and you are a private tenant, any award of Discretionary Housing Payment will be paid by BACS into your bank account. If you're a council tenant or a successful claimant for Council Tax Support Hardship Relief, payment will be made directly to your account. Rent deposit / advance claims will normally be paid direct to the landlord. Please fill in the below as necessary.

### Your bank details

Name of account holder

Account number

Sort code

### Your landlord's details

Name of landlord

Address of landlord

Name of account holder

Account number

Sort code

If you are a private tenant and would like us to consider making payments directly to your landlord, please explain why.

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## \*DECLARATION

Please read the following statements and sign below.

**We cannot deal with your application if you have not ticked the confirmation boxes below.**

- This is my claim for a Discretionary Housing Payment and/or Council Tax Support Hardship Relief.
- I will tell you if the information on any letter you send me is incorrect.
- The information I have given is true and complete, as far as I know and believe.
- I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- I understand that you may check the information I have given on this form.
- I understand that you may use the information I have given in connection with this and any other claim I have made or may make for state benefits. You may share information with other departments in the Council as well as other government agencies and private companies such as banks and organisations that may lend me money if the law allows this.
- I know that I must tell you if my circumstances change after I make this claim.

Your confirmation of the above statements	<input type="checkbox"/>	Date	/	/
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Your partner's confirmation of the above statements	<input type="checkbox"/>	Date	/	/
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**If someone else has filled in this form for you, they must fill in the section below.**

Please tell us why you are filling in this form for someone else.

As far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct. If I am making this claim on behalf of the above person, I understand that I am liable for what I have written on the form and accept that the declaration applies to me.

Name of person who filled in the form	Relationship to the claimant
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Confirmation of the above statement	<input type="checkbox"/>	Date	/	/
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