

A woman with red hair is sitting on a grey sofa, holding a small tan and white dog. She is smiling and looking down at the dog. The dog is looking up at her with its tongue out. In the background, there is a wooden shelf with books and a plant.

# Discretionary Housing Payment & Council Tax Support Hardship Relief Form



**WELWYN  
HATFIELD**



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## 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

**Welhat.Benefits@liberata.com**

along with any of the following that apply:

- Pre-Tenancy or Tenancy Agreement
- rent statement showing evidence of your rent arrears, how they have accrued and the current amount
- evidence of any action taken by your landlord
- proof of eviction notice
- 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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## DETAILS OF YOUR HOUSEHOLD

\*Do you have any other adults living in your property? ☐ Yes ☐ No

If yes, how many are non-dependents?

Please give details of any non-dependent adults who live with you

Full name	Date of Birth / /	Income £	(Please tick relevant box) <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly
Full name	Date of Birth / /	Income £	(Please tick relevant box) <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly
Full name	Date of Birth / /	Income £	(Please tick relevant box) <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly
Full name	Date of Birth / /	Income £	(Please tick relevant box) <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly

## FINANCIAL SUPPORT NEEDS

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

☐ Help with Council Tax ☐ Shortfall in rent ☐ Rent arrears  
☐ Moving costs ☐ Rent in advance ☐ Deposit

\*Why are you applying for a Discretionary Housing Payment or Council Tax Support Hardship Relief?

\*Please confirm that you are aware that this award would only be for a 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? If yes, please specify.

☐ Yes ☐ No

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



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\*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?

\*How many bedrooms are in the property you are renting?

Is the property you are living in any of the below? (tick any that apply):

☐ Rented through a Housing Association

☐ Rented through a private landlord

☐ Temporary accommodation

Are you receiving less benefit for your housing costs because of any of the below? (tick any that apply):

☐ Benefit Cap

☐ Spare room subsidy (commonly known as the 'bedroom tax')

☐ Local Housing Allowance reforms

## REDUCING YOUR RENT COSTS

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

☐ Yes ☐ No

\*What steps have you taken to find (more) work or 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?

\*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?

If yes, by how much?

☐ Yes ☐ No

£

If yes, what circumstances caused the rent/Council Tax arrears?

Do you have a payment plan agreement in place with the Council Tax Department or bailiffs?

☐ Yes ☐ No

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\*Has your landlord taken any recovery action? If yes, please give details of the action

☐ Yes ☐ No

**Please provide your rent statement showing how the arrears have accrued and the current rent arrears amount, and evidence of any action taken by your landlord.**

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

Your new address

\*Do you have a joint tenant(s)? If yes, please provide their full name(s)

☐ Yes ☐ No

Reason you are moving

Reason you are unable to meet the costs of your deposit, rent in advance, and/or moving costs

Please also provide:

- A copy of your Pre-Tenancy or Tenancy Agreement, if you have one
- Evidence of how much you need to pay and confirm how much you can pay towards the deposit
- Evidence of any minimum loan repayments you are making

Please be aware that the money will be paid directly to the Landlord, therefore we will need you to provide their bank account details later in this form.

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.

**If you get Universal Credit please include the breakdown of your Universal Credit showing any deductions and repayments being made. This can be downloaded from your Universal Credit Journal.**

	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
		£
		£
		£
		£
		£

## OTHER ADDITIONAL INCOME

Please give details of any other income you have not already listed.

	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 below)		
	£	
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 below)		
	£	
	£	
	£	

**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

☐

Date

/ /

Your partner's confirmation  
of the above statements

☐

Date

/ /

**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

Confirmation of the  
above statement

☐

Date

/ /