

## Non-Dependants

Certain adults aged 18 or over who live with you are called non-dependants. Your maximum weekly benefit may be reduced depending upon the circumstances and the gross income of the non-dependant. Any reduction will be shown on your notification letter. **For more information please contact us.**

## Maximum Weekly Housing Benefit

The maximum Housing Benefit that you can receive may not be the actual rent that you pay. Some service charges that may be included in your rent, such as meals, water rates and fuel charges, are not covered by Housing Benefit. We may also use a figure lower than your actual rent to work out your benefit if it is considered that the rent payable is too high. **For more information please contact us.**

## Discretionary Housing Payment

A discretionary housing payment is an extra amount of money that the Council can give you to help you pay your rent. Discretionary housing payments are not benefits. No one has an automatic right to a payment. They are awarded at the discretion of the Council.

Discretionary housing payments can only be paid to people who are already getting some housing benefit. If you are getting the maximum amount of benefit, you will not be able to get any extra help. Discretionary housing payments cannot be awarded to help you pay for non-rent charges like water rates and service charges.

If you make a claim for a discretionary housing payment you will have to explain why you think you need extra help with your rent. You must show us that you or your family will suffer hardship if you do not get this extra help. We will also ask you to explain what other action you are taking to prevent you or your family suffering hardship. For example, if you are paying a high rent you will be expected to look for a cheaper place to live.

We have a special form for claiming a discretionary housing payment. If you would like more information or a claim form please contact us or see our website at [www.pendle.gov.uk](http://www.pendle.gov.uk)

**If you are having difficulty paying your council tax bill, please contact us on: 01282 661 800 or call in at any of our local council offices.**

**If you require any information or advice about this notification or anything about your claim, please contact the Benefits Section who will be happy to deal with your enquiry.**

**Benefits Section  
Number One Market Street  
Nelson  
BB9 7LJ**

**Tel: (01282) 661800  
or (01282) 661817  
Fax: (01282) 878993  
E-mail: [benefits@pendle.gov.uk](mailto:benefits@pendle.gov.uk)  
[www.pendle.gov.uk](http://www.pendle.gov.uk)**

This leaflet is  
part of your  
Housing Benefit  
& Council Tax  
Support notification



**Please  
read the  
Information  
carefully**



If you would like this information in a way which is better for you, please telephone us on 01282 878828.

**Borough of  
Pendle**



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Pendle**

## Changes in Circumstances

### What should I do if my circumstances change?

If your circumstances change it may affect the amount of benefit you get. You must tell us about any changes straight away. If you don't tell us about these changes you may lose money you are entitled to or you may get too much benefit. You must make sure that you tell us about any changes. Don't rely on someone else to pass the message on. We need to have the details from you in writing (we need your signature). You can write to us at the address on the back of this leaflet, visit us at Number One Market Street, Nelson, or fill in and sign a change of circumstances form. You can ring us on the number on this leaflet and we will send you a form or you can download one from our website at [www.pendle.gov.uk](http://www.pendle.gov.uk)

It is an offence not to tell us about any change of circumstance that affects your benefit. We may take court action against you and if we pay you too much benefit, you will probably have to pay it back.

### Changes you must tell us about

#### *If you receive Pension Credit*

If you receive any type of pension credit you must tell us straight away:

- If you move address
- If your rent changes (unless you are a Housing Pendle tenant)
- If there are any changes to the income or circumstances of anyone else who lives with you
- If you are going to be away from your home for more than 4 weeks
- If someone moves into or out of your home

#### *If you only receive savings credit you must also tell us:*

- If your capital or savings go over £16,000
- If the income or capital of your partner changes but only if they have not been included in your pension credit claim

#### *If you do NOT receive Pension Credit*

You must tell us straight away if:

- Any of your children leave school or college
- Anyone moves into or out of your home (including lodgers and sub-tenants)
- Your income or the income of anyone living with you, including benefits, changes
- Your capital, savings or investments change
- You or anyone living with you becomes a student, goes on a training scheme, goes into hospital or a nursing home, goes into prison or leaves the country
- You or anyone living with you gets, changes or leaves a job
- Your rent changes
- You move
- You or anyone living with you is going to be away from home for more than 4 weeks
- You receive any decision from the Home Office
- If anything else that you have told us about changes

### IMPORTANT

If you want to know more about this decision or if you think it is wrong, you should get in touch with us within one month of the date of this letter or we may not be able to consider any dispute.

Please get in touch with us by phone or in writing. Our address and phone number is on the back of this leaflet. You can either:

- ask for an explanation
- ask us to look again at the decision
- appeal against the decision – this can only be in writing. If you appeal against the decision your appeal will be heard by an independent tribunal administered by the Appeals Service.

#### What happens after the decision is looked at again?

If the decision can be changed we will send you a new decision. If we cannot change the decision we will tell you why. If you still disagree, you have one more month to appeal, from the date of the new decision.

#### How should I appeal?

You have the right to appeal, but it must be in writing stating why you disagree with the decision. If you wish to appeal against a **Housing Benefit decision**, you should make your appeal within **one calendar month** of the day after you receive your decision letter and your appeal will be heard by the Independent Tribunal Service. For **Council Tax Support** you should make your appeal as soon as possible and your appeal will be reviewed by the Local Authority. If you remain dissatisfied after your initial appeal appeal has been reviewed, you have the right for your appeal to be looked at again by the valuation Tribunal.

It will be helpful if you appeal by filling in the form in our Appeals leaflet as you must provide certain information before we can process your appeal and this form prompts you to do that. Alternatively, you can write to us saying which decision you are appealing against and giving your reasons.

You can get a copy of our Appeals leaflet from:

- **Number One Market Street, Nelson**
- **Our website at [www.pendle.gov.uk](http://www.pendle.gov.uk)**

Please send your appeal to The Benefit Appeals Officer at the address shown on the back of this leaflet.

#### **Your appeal will be heard by an independent tribunal.**

## Backdating

If you are under the age of 60 and have a good reason for making a late claim you can request that your Housing Benefit be backdated for a maximum of 4 weeks. If you are entitled to Council Tax Support this could be backdated for up to 6 months. If you wish to ask for backdated benefit please write to us providing as much information as possible about the reasons why you did not claim earlier.

If you are over 60 years of age your claim may automatically be backdated for up to 3 months dependant on your circumstances.

## Overpayments/Excess Benefit

If you think that overpaid benefit should not be repaid by you, please write to us giving your reasons.

## Income

We need details of your income to decide your benefit if you are not receiving Income Support, Income-based Jobseekers Allowance or Pension Credit. Weekly income is made up of earnings, self-employed earnings, other income and capital that is converted to assumed income. **Certain types of income are ignored. For more information please contact us.**

## Applicable Amount

The applicable amount used in the calculation is made up of allowances and premiums that are awarded depending on your circumstances. The amounts are fixed each year by the Government. The applicable amount is compared to your weekly income when working out your benefit. **For more information please contact us.**