

Your ref: ClaimNo
Our ref: UserFaxNo
Please ask for: Benefits
Direct dial: (01553) 616200

Borough Council of
**King's Lynn &
West Norfolk**



Lorraine Gore
Chief Executive
Finance Services

DISCRETIONARY HOUSING PAYMENTS (DHP) - Application

We have been advised that you are struggling with the shortfall in your rent? Please find enclosed an application form for DHP for you to complete.

DHP's are paid from a fund which each local authority has allocated to it by the Department of Works and Pensions. It may be awarded if we think you need more help with your rent and the amount of housing benefit or housing costs in your universal credit award is not enough to pay your rent. The amount of funding we have available to spend is limited and therefore we have to give careful consideration to each request before we an award can be made.

You do not have a right to a DHP nor do you have a right of appeal over its award, refusal or the period over which any award is made. You may however, ask for us to look again at our decision.

A DHP is to help out for a short term period until you are able to sort out your financial situation. This is to give you time to apply for work, sort out high expenditures or to find more affordable accommodation.

This is a means tested fund and therefore we must ask you for details of your income and expenditure. If your expenses are extreme or unusual it would be advisable to provide proof to support your application. We may contact for further information if it is needed?

The claim will be treated as made only once we receive the completed forms and supporting evidence.

Yours sincerely

A handwritten signature in cursive script that reads "Lorraine Gore".

Chief Executive

PO Box 26, King's Lynn, Norfolk PE30 1PX
Tel: (01553) 616200; fax: (01553) 691663
DX 57825 KING'S LYNN
Chief Executive – **Lorraine Gore**

www.west-norfolk.gov.uk

Your ref:
Our ref:
Please ask for: Benefits
Direct dial: (01553) 616200

Borough Council of
**King's Lynn &
West Norfolk**



Application for Discretionary Housing Payment

Please fill in this form to apply for the above payment.

Do you receive Housing Benefit? or Housing Element in Universal Credit?

Your details

Reference	
Full name	
Address	
Telephone Number	
Email Address	
Date moved in	
Reason from move	

Your claim will be considered the Monday following the date the application is received. If you would like this from an earlier date, let us know the date and why.

Rent shortfall

Do you need help to pay your rent shortfall?

Yes No

If yes, how much extra help do you need each week?

£

If you have applied for and received this payment before please tell us why you wish to claim again and what steps you have taken to make your living expenses more affordable?

Please give details of all Bank/Building Society accounts (including ones that are overdrawn)

Bank/Building society and Account No	Amount
<i>Halifax (Example)</i>	<i>£526.05 (example)</i>

Debts – please list any outstanding debts including rent, council tax, fuel, utilities, loans and credit cards. **Please provide proof of these.**

Company owed to	Amount owed
<i>British Gas (example)</i>	<i>£300.00 (example)</i>

About your debts

Have you tried to renegotiate any of your debts or reduce your regular payments?

Yes No

If yes, state which ones, the outcome and how much you have to pay and when they will be cleared.

Has your landlord taken any actions against you to recover any arrears?

Yes No

If yes – please send a copy of any letter sent to you about this.

Expenditure

Please list all expenditure, for example, school meals, petrol, car/travel expenses, court fines, payments for debts, childcare costs, carers, etc. (Please note this list is not exhaustive and add any other expenditure you have)

Type of expense	Any special circumstances that you want us to consider	Amount	How often is it paid
Council Tax			
Water			
Gas			
Electric			
TV Licence			
Food			
Clothing			
Telephone			

Please note if you have a Sky/Cable or Mobile Phone, please provide proof of your contracts confirming when the contract started and how long you are tied into the current agreement?

If you own a car, please give details of the make, model and age.

--

Did you make any enquiries about the level of Housing Benefit and/or Council Tax Support you would receive before taking on the tenancy? Please give details.

Did you negotiate a reduction in the rent the landlord wanted to charge before taking on the tenancy? Please give details.

Have you asked the landlord if he/she will accept less rent from you? If yes please give details.

Do you or any members of your household have any health problems? Have adaptations been made to the property to help you or a member of your household? Please say who and tell us briefly about the problems.

Have you considered or tried moving to cheaper accommodation? Please give details or reasons for not moving.

Are you on the housing lists?

Yes

No

If yes – please confirm who with and your reference number

Bank details for paying UC DHP

Bank/Building society	Account Number	Sort Code

PRIVACY NOTICE

The Council will use your personal information for the purposes of assessing and paying housing benefit and council tax support claims, as well as assessing discretionary payments, recovering overpaid benefits and providing benefits advice. The processing of this information is necessary for the Council to perform a task in the public interest or in order to discharge one of its official functions, as provided by law, in this case the Social Security Administration Act 1992, the Housing Benefit Regulations 2006 and all associated legislation and regulations.

Your data will be used for this specific purpose and may be passed to such third parties, including, but not limited to:

1. The Police
2. The Courts and Tribunal Service
3. Immigration Services
4. Internal Council Departments
5. Contractors providing revenues and benefits services
6. Contractors providing Debt, Welfare and Housing Advice
7. Contractors providing IT Services
8. Organisations responsible for Business Improvement Districts
9. Other Local Councils
10. Government agencies / departments i.e. HMRC, DWP, MHCLG
11. Enforcement Agents and Warrant Officers
12. Landlords
13. Elected Members and MPs

with whom the Council needs to share your information in order to meet its obligations in assessing and paying housing benefit and council tax support claims, assessing discretionary payments, recovering overpaid benefits and providing benefits advice, or for the purposes of preventing or detecting fraud or other crimes. This may also include other Council departments where the law permits us to do so.

Your information will be kept strictly confidential and will be stored securely and in conjunction with Data Protection Legislation and the Council's own Data Protection and Privacy Policies, which can be found by visiting the Council's website.

Your information will be kept in accordance with our Data Retention Policy and the requirements of the Social Security Administration Act 1992 and the Housing Benefit Regulations 2006 (and associated legislation and regulations). Once this period expires, your information will be deleted and securely disposed of, ensuring that it is only kept for as long as is necessary.

You have a number of rights available to you, including the right to see copies of all the data held about you by the Council, to ask for it to be corrected, updated or deleted, to request the Council to restrict what it does with your data in certain circumstances, to object to what the Council may do with your data, and to data portability.

Please note that these rights are not absolute and that there are circumstances where they do not apply or the Council's obligations may override these rights. If this is the case, you will be informed of this.

If you want more information, you can contact the Council's Data Protection Officer, at dataprotection@west-norfolk.gov.uk or telephone the Council on 01553 616200 and ask to speak to the Data Protection Officer.

If you are unhappy with the way your personal information is being handled you can contact the Independent Information Commissioner at <https://ico.org.uk>

I confirm that I have read and understood the terms and conditions set out above.

Name..... Signature..... Date.....

Declaration

I consent to the information contained in this form being shared with the Council's Housing Team for the purpose of assessing my housing need and/or offering housing advice.

Yes

No

I have completed this application form and declare that the information given is true and complete to the best of my knowledge; I know that I must notify the Revenues Division of any changes to my circumstances within one month of the change. I understand that the information I have given in this application may be checked against other records held by the Borough Council of King's Lynn & West Norfolk.

Signed by claimant..... Date.....

If someone other than the person claiming filled in this form complete the section below.

Name of person who completed form	
Relationship to person claiming	
Signature of person filling in the form Date.....	

In order to discuss your claim with a third party, please complete the section below

Name of the person/company who we can talk to	
Contact details	
Signature by claimant for authorisation Date.....	

Please send the completed form and any evidence that we have requested to:

Borough Council of King's Lynn & West Norfolk
Benefits Department
P.O Box 26
King's Lynn
PE30 1BR

or Email us at ebenefits2@west-norfolk.gov.uk quoting your reference number followed by DHP form in the subject line.