

# Application for direct payments of Local Housing Allowance (LHA) to your landlord

For Office Use

Claim ref

Date Issued

## What is this form for?

We will make all payments of Local Housing Allowance (LHA) directly to you, but we can also make payments directly to your landlord where you have difficulty managing your finances.

**The information you provide in this form will help us decide if it is appropriate to pay LHA directly to your landlord. You may not need to complete all the questions, as each case will be different, but try to give as much information and evidence as possible.**

Complete the financial assessment form if you have multiple debts and would like us to consider this when making our decision or if you would like us to put you in touch with Citizens Advice. We may also use the information you provide to put you in touch with other council services that could offer additional support.

## Who should complete this form?

This form should be completed by the tenant, but it can also be completed on behalf of the tenant by:

- Family or friends
- Main carer
- An advice or welfare agency
- The landlord or letting agent
- Another service within the council

The tenant must always sign the form, and be fully aware that it may lead to their benefit being paid directly to the landlord. For ease, all the questions are asked as if the tenant is filling in the form.

## What should be sent with the form?

Written evidence needs to be provided to support the information given on this form. This can be from various sources depending on a person's individual circumstances, for example:

- The tenants
- Family or friends
- Landlord
- General Practitioner (GP)
- Probation officer
- Social worker
- Main carer
- Welfare groups
- Department of Work & Pensions (DWP)

Please note that this is not an exhaustive list. Please refer to the guidance notes for further advice on what is acceptable evidence.

1. Name of tenant
2. Address of tenant
3. Person completing the form
4. Contact address and telephone number of person completing the form (if not the tenant)
5. If the tenant is not completing the form, please tell us your relationship to the tenant and the reason for completing the form on their behalf
6. Tell us about any learning disabilities which may cause you problems in paying your rent
7. Tell us about any physical disabilities or medical conditions, which may cause you problems in paying your rent
8. Tell us about any mental health problems which may cause you problems in paying your rent
9. Are you coping with an addiction? *E.g. Alcoholism, substance misuse, gambling*
10. Do you have difficulties in managing your affairs because you need help with understanding English?

11. Please tell us about any recent changes that mean you need additional support, or if you anticipate any in the near future?

12. Have you had any previous problems paying your rent?

13. a) Are you currently behind with your rent?  Yes  No

b) How much rent do you owe? £

c) What period does it cover?

to

d) Has your landlord taken any of the following action to recover your rent?  
*(Please tick and send us proof of any action taken)*

- |   |  |
|---|--|
| <input type="checkbox"/> Court action   | <input type="checkbox"/> Notice of seeking possession        |
| <input type="checkbox"/> Notice to quit | <input type="checkbox"/> A letter                            |
| <input type="checkbox"/> A payment plan | <input type="checkbox"/> Other <i>(please explain below)</i> |

e) Have you asked your landlord if they can reduce the rent?

- Yes  No

14. a) Do you have any other debts that you need help with?

- Yes  No

b) Please complete the financial assessment form, even if you do not have any other debts. It will help us make a decision.

15. Do you currently receive support from an agency, organisation, friend or family to help you to pay your rent?

- Yes  No

If yes, please give the name of this person and their contact address

16. Are you having deductions made from your income, such as a reduction in your DWP benefits to pay back debts such as Council Tax arrears or a Social Fund Loan?

Yes       No

17. How long might you need payments to be made to the landlord?

Less than 12 weeks       12 weeks  
 26 weeks       52 weeks

If longer, please tell us for how long.

18. Tenant's Declaration

- The information given is true and correct
- I am happy for my Local Housing Allowance to be paid directly to my landlord to cover the contractual rent
- I will contact Rushmoor Borough Council's benefits team if I feel I am able to receive my benefit directly

I have read and understood the declaration.

Please sign and date the form below (if you have a partner, they should also sign below)

You	<div style="border: 1px solid black; height: 40px;"></div>		Your partner	<div style="border: 1px solid black; height: 40px;"></div>
Date	<div style="border: 1px solid black; height: 30px;"></div>			

**PLEASE REMEMBER TO INCLUDE DOCUMENTARY EVIDENCE WHERE POSSIBLE TO SUPPORT YOUR REQUEST**

19. Person completing the form, if not the tenant

- The information given is true and correct
- I believe it to be in the best interest of the tenant to pay Local Housing Allowance directly to their landlord

I have read and understood the declaration. Please sign and date the form below.

Name	<div style="border: 1px solid black; height: 40px;"></div>		Signature	<div style="border: 1px solid black; height: 40px;"></div>
Date	<div style="border: 1px solid black; height: 30px;"></div>			

Please return this form, together with documentary proof to support the information provided to:  
**Rushmoor Borough Council, Benefits Team, Council Offices, Farnborough Road,  
Farnborough, Hants, GU14 7JU**

# Financial assessment form

<b>Your weekly income</b>	<b>You</b>	<b>Partner</b>
Net earnings from employment		
Income Support/Jobseekers Allowance		
Working Tax Credit		
Housing Benefit		
Child Benefit		
Pension Credit/Retirement Pension/Works Pension		
Any other state benefit		
Money received from parents/friends		
Any other income ( <i>please state source</i> )		
<b>Total weekly income (A)</b>		
<b>Your weekly amount of outgoings</b>		
<i>(please convert any monthly outgoings to weekly figures)</i>		<i>Arrears (if any)</i>
Rent		
Mortgage		
Council Tax		
Electricity		
Gas		
Water rates		
TV licence/rental		
Telephone		
Food		
Household products		
Clothing		
Car/transport		
Maintenance		
Fines		
Other outgoings ( <i>please state what they are</i> )		
<b>Total weekly outgoings (B)</b>		
<b>Weekly income less weekly outgoings (A less B)</b>		
<b>Loans &amp; other credit debts</b>		
<i>Credit debts</i>	<b>Balance owing</b>	<b>Offer of repayment (if any)</b>
Name of creditor		
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
<b>Total monthly or weekly repayments</b>		

**Please use this space for any additional information**

Rushmoor Borough Council has a duty to protect the public funds it administers. We may check information that you provide, or information provided by a third party, with other information we hold, to check the accuracy of information; to prevent or detect crime; and to protect public funds in other ways, as permitted by law. We may also share this information with other council departments or bodies administering public funds for these purposes. We may also use this information to put you in touch with council services that may be able to help you. We will not disclose information about you to anyone, unless the law permits us to.

The council is the Data Controller for the purposes of the Data Protection Act 1998.

# Guidance notes

## Introduction

- (LHA) payments will be made directly to tenants. However, you can have payments made to your landlord in special circumstances.
- If you feel that you could have problems keeping up your rent payments and it would be easier for you if your landlord were paid directly, please complete this form. You can fill it in yourself or if you can't manage, someone else can help you. See the front of the form for details of who can help.
- For ease all questions are asked as if the person filling in the form is the tenant.
- We will use this information to make a decision. Please give us as much information as possible and provide relevant evidence so that we can make a quick decision. In some cases, it may be necessary to gather further evidence or interview you and/or your representative.
- We will write to you and anyone else affected, to inform you of our decision and if necessary the right of appeal.
- Where we decide to pay your landlord, the landlord will only receive LHA up to the amount of the contractual rent. If there is any excess, this will be paid to you.
- It is important that you give as much information as possible to the questions so we can make a fair decision. Wherever possible, please provide written evidence to support the information when you return the form.
- Please use extra paper if there is not enough space.

## QUESTIONS

- 1-5** Make sure your name and address where you are claiming benefit and applying for direct payment of LHA to your landlord are completed clearly.
- The name of anyone completing the form on your behalf, or helping you complete it, should be clearly stated. We need to know their address and if they are from a statutory or voluntary agency, as we may need to contact them directly.
  - Please also tell us about the relationship you have with the person completing the form and the reasons they are filling it in for you.
- 6** **Tell us about any learning disabilities that may cause you problems in paying your rent.**

This is likely to be for people with slight learning difficulties. Those with severe disabilities should have appointees. The way learning disabilities affects peoples lives varies greatly. You may find it harder to learn and understand how information fits into a bigger picture. You may experience difficulties with everyday practical skills like cooking or using public transport, or social skills like holding a conversation. In some cases like these, it may be appropriate to pay benefit directly to your landlord so that you don't get into rent arrears.

**7 Tell us about any physical disabilities or medical conditions that may cause you problems in paying your rent.**

Physical disabilities vary enormously, and it may only be in a few cases that it affects how a person manages their affairs, for example, a severe impairment in both your sight and hearing may mean you have additional problems with communication, mobility and access to information. You may need to remain close to medical equipment. Similarly you may have problems when you go out to try to access public buildings. You may also have physical problems because of your age.

**8 Tell us about any mental health conditions that may cause you problems in paying your rent**

Some people coping with mental illness may be less able to manage their financial affairs and may feel that organising rent payments are too much to cope with. You may only require additional help from the council for a short time while receiving help from support networks and/or medication.

The most common forms of mental health conditions include

- |                                 |  |
|---------------------------------|--|
| ■ Alzheimer's                   | ■ Anxiety                                      |
| ■ Dementia                      | ■ Depression                                   |
| ■ Eating Disorders              | ■ Manic depression ( <i>Bipolar Disorder</i> ) |
| ■ Obsessive Compulsive Disorder | ■ Personality disorders                        |
| ■ Phobias                       | ■ Post Natal depression                        |
| ■ Schizophrenia                 |  |

**9 Are you coping with an addiction?**

Someone who is experiencing (or has a history of) addiction, for example to alcohol, drugs or gambling, may find it difficult to prioritise their outgoings. Therefore, it may be more helpful to pay your benefit directly to your landlord.

**10 Do you have difficulties in managing your affairs because you need help understanding English?**

The barriers faced by people who are not fluent in English can make it harder to deal with agencies and organisations. This can extend to banks and/or landlords or letting agents when trying to organise rent payments and the receipt of benefits. In some cases it may be in your best interest to have your benefit paid directly to your landlord while you receive support and assistance to help you manage your affairs.

**11 Please tell us about any recent changes that mean you need additional support, or if you anticipate any in the near future?**

There may be times when you have experienced, or are about to experience, a change in your life, which means that you need additional help over a short period of time. This could be bereavement, a relationship breakdown (possibly violent), coming out of hospital after an operation, going into hospital or the terminal illness of a close relative.

**12 Have you had any previous problems paying your rent?**

You may have fallen into rent arrears in the past, which has led to eviction and possibly homelessness. If you feel that there is a risk of this happening again, and are receiving support to sustain your current tenancy, please give us details. We may be able to offer additional support and help keep your rent payments up to date by paying your LHA to your landlord. If possible, please provide evidence of the previous eviction, homelessness or rough sleeping.

**13 Are you currently behind with your rent?**

Please give us details of any rent arrears that you currently owe. Provide evidence of any action taken by the landlord to recover these debts, eg. an eviction notice or a rent arrears letter.

**14 Do you have any other debts that you need help with?**

If you have major debts, you may find you are unable to open a bank or building society account because of a bad credit rating. This can be severe debts, such as Undischarged Bankruptcy and County Court Judgements (CCJ), or simply mounting bills such as electricity, gas or water. Please give us details by completing the financial assessment form.

**15 Do you currently receive ongoing support from an agency, organisation, friend or family member to help you pay your rent?**

Support from various organisations is available to many people to help with basic skills. Please advise us if you receive any support or care packages.

**16 Are you having deductions made from your income, such as deductions from your DWP benefits to help repay debts?**

The DWP can make deductions from your benefit for rent arrears, council tax or utility debts. You may also have deductions from your earnings to pay the Child Maintenance Service or Child Support Agency, or to repay your council tax arrears. Please provide evidence if this is happening to you.

**17 How long might you need payments to be made to the landlord?**

Please indicate if you would expect the payments to be made to the landlord to be a temporary or permanent arrangement. For example, it could only be whilst you are in hospital or until other priority debts have been repaid.

**18 Tenants declaration**

Make sure you sign and date the form. If you have a partner, please make sure they sign it too. By signing the form, you are accepting that the information you have provided may lead to your LHA being paid to your landlord. We may share some of this information with other sections of the council or the DWP.

**19 Declaration from person completing the form**

If someone has completed the form on your behalf, they must also sign the form.

Please return the form together with documentary proof to support the information provided to:  
Rushmoor Borough Council, Benefits Team, Council Offices, Farnborough Road  
Farnborough, Hants, GU14 7JU

# Privacy Notice – Housing Benefits and Council Tax Support – Change in Circumstances

## 1. Identity of the Data Controller and contact details

Rushmoor Borough Council is the Data Controller for the personal information you provide on this form. You can contact the Council by phone on 01252 398177, via email to [benefits@rushmoor.gov.uk](mailto:benefits@rushmoor.gov.uk) or by writing to us at Council Offices, Farnborough Road, Farnborough GU14 7JU. You can contact the Council's Data Protection Officer at [data.protection@rushmoor.gov.uk](mailto:data.protection@rushmoor.gov.uk).

## 2. What we need your information for and the legal basis for it

We need your personal information to process your change in change in circumstances for Housing Benefit and or Council Tax Support. The law allows us to use your personal information in this way as carrying out responsibilities under Social Security Law is one of the Council's public tasks.

## 3. Use for any other purposes

If we need to use your information for any other purpose, we will normally inform you before using it, unless we believe you know about the new purpose already or there are legal reasons that prevent us from telling you.

## 4. Will you pass my information to anyone else?

We may share your information with other teams within the Council such as Housing, Planning, Council Tax and Corporate Investigations in order to provide our services, carry out our public tasks and to keep our records up to date. If you ask a Councillor for help we may pass information to them and other services to enable them to help you.

We may also pass information about you to third parties where permitted or required by law to do so. This may include other local authorities and government departments or agencies carrying out their public tasks, such as Hampshire County Council, Department of Work and Pensions (DWP), HMRC and the Police in carrying out criminal investigations.

## 5. How we will store and look after your information

Your data will be held electronically and will not be stored in a country outside the UK. All paper records containing your personal information will be held securely in our filing systems and archives.

## 6. How long we will retain your information

We will normally keep your details in our current database for as long as you are receiving benefits. If your benefit ends we will keep your records for up to two years depending on the reason it ended or for as long as we are required to do so by law, or in accordance with our operational requirements. For further information on our policy for retaining personal information, see our retention guidelines.

## 7. Your rights concerning your information

The General Data Protection Regulation gives you a number of rights concerning your personal information. See the list below. Not all rights apply in every case – it will depend on the legal basis for collecting your information and how we use it.

- The right to be informed
- The right of access
- The right to rectification
- Rights related to automated decision making, including profiling
- The right to restrict processing
- The right to data portability
- The right to object
- The right to erasure

Further details on these rights can be found on our website <http://www.rushmoor.gov.uk/dataprotection>

## **8. Right to complain to the Information Commissioner's Office**

If you are not happy with the way the Council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office. (ICO).

You will find details of how to do so on the ICO website at <https://ico.org.uk/> or by phoning their helpline on 0303 123 1113.

## **9. Why we need your information and the consequences of not providing it**

We need your information to carry out our responsibilities under Social Security Law. If you do not provide it the council will not be able to process your change in circumstances and your claim may be cancelled. This decision would be made under the Housing Benefit Regulations 2006, The Council Tax Reduction Schemes (Prescribed Requirements) (England) (Amendment) Regulations 2018 and the Council's Council Tax Reduction Scheme, S13A and Schedule 1a of the Local Government Finance Act 1992.

### **NOTES**

# Useful Contacts

## **Rushmoor Borough Council**

Council Offices, Farnborough Road,  
Farnborough, Hampshire, GU14 7JU  
Tel: 01252 398 399

## **Jobcentre Plus**

Princeton House, 1-5 Victoria Road,  
Farnborough, Hampshire, GU14 7NT  
Tel: 0345 604 3719

## **Jobcentre Plus**

Station Road, Aldershot, Hampshire, GU11 1HQ  
Tel: 0800 169 0190

## **Citizens Advice**

Elles Hall Community Centre, Meudon Avenue,  
Farnborough, Hampshire, GU14 7LE  
Tel: 0344 411 1306

## **Citizens Advice**

35-39 High Street, Aldershot,  
Hampshire, GU11 1BJ  
Tel: 0344 411 1306

## **The Pension Service**

PO Box 1032, Cardiff, Wales, CF91 1YZ  
Text Phone: 6060285

## **Online resource: Martin Lewis - Money Saving Expert**

Web: [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

## **Hampshire Credit Union**

Wessex Community Bank, 97 Fratton Road,  
Portsmouth, Hampshire, PO1 5AG  
Tel: 02392 827 980

## **Step Change**

Monday to Friday, 8am to 8pm  
Saturday, 8am to 4pm  
Central advice line: 0800 138 111

## **National Debtline**

Tricorn House, 51-53 Hagley Road, Edgbaston,  
Birmingham, B16 8TP  
Tel: 0808 808 4000

## **Business Debtline**

Tricorn House, 51-53 Hagley Road, Edgbaston,  
Birmingham, B16 8TP  
Tel: 0800 197 6026

## **Money Advice Service**

Monday to Friday, 8am to 6pm  
Tel: 0800 138 7777

## **Loan Shark Advice Service**

Advice line: 0300 555 2222  
Text: 'loan shark' and your message to 60003

Reference: LL6