

Application for a payment from the Exceptional Hardship Fund

What is the Council Tax Exceptional Hardship Fund?

We have set up the Council Tax Exceptional Hardship Fund to help Council Tax payers who are facing exceptional financial hardship. The fund can provide further financial assistance to people who can show that they really need extra help with paying their Council Tax. The fund is a limited sum of money. It is up to our discretion who can receive an award and how much.

How to apply

If you would like to apply for an Exceptional Hardship Payment, please complete the form below and return it to us as soon as possible. A decision will be made using the information you put on this form. As we can only help people that are suffering the most exceptional financial hardship, please give us as much information as you can about your circumstances. This will help us to assess your application as fairly and as quickly as possible.

SECTION 1 - Personal details

Your council tax billing number (if you know it)

8

Surname

First Name (in full)

Title (Mr, Mrs, Miss, Ms)

Address and postcode

Date of birth

/ /

Preferred telephone number

Email address

Address and postcode of property for which this reduction is being applied for

If someone else is helping you with this form, please give their details

Surname

First Name (in full)

Address and postcode

Preferred telephone number

Relationship to you

SECTION 2 - About your current circumstances

To help us make a decision we need you to tell us about your current financial circumstances and what in particular has caused your hardship. Please provide any documentation you may have, to support the information you have given in this form. Originals will be returned to you. Please answer each question with as much detail as you can.

What are the current circumstances which are causing you exceptional hardship?

How long do you expect these circumstances to continue?

What have you done to improve the situation? (eg. increased hours of work/rebudgeted/spoken to creditors etc.)

Have you applied for Council Tax support?

☐ Yes ☐ No If No, why haven't you applied?

Is the property occupied? ☐ Yes ☐ No

If occupied by you, how many other people live there?

Adults

Children

If this application is relating to payment of Council Tax for an empty property or a second home, please answer the following questions

Do you own any other properties?

☐ Yes ☐ No If Yes, please provide details

Is the property undergoing any major structural work?

☐ Yes ☐ No If Yes, please provide details

If the property is not occupied by you, please tell us who lives there

SECTION 3 - Statement of income and expenditure

Please provide details of your monthly income for you and your partner (if you have one).

supply this information	You	Your partner
Wages		
Job seeker's allowance (JSA)		
Employment support allowance (ESA)		
Incapacity benefit		
Income support		
Working tax credits		
Child tax credits		
Child benefit		
Pension credit		
Saving credit		
Maintenance payments		
Disability		
living allowance		
Universal credit		
Any other income		
Total	£	£

Please provide proof of all income listed above.

Please provide details of all expenditure for you and your partner combined (if you have one)

Type of expenditure	Amount per month	Type of expenditure	Amount per month
Rent/mortgage		Petrol	
Council tax		Other travel expenses	
Water rates		Medication	
Gas		Clothing	
Electricity		Credit cards	
Food/household expenses		Loans	
TV Licence		Store cards	
Building and contents insurance		Hire purchase agreements	
Telephone bills (including mobiles)		Socialising (including cigarettes)	
Sky or cable television		Child care	
Internet or broadband		Child maintenance	
Car payments		Students loans	
Car insurance		Any other insurance (life/ill health etc.)	

Type of expenditure	Amount per month
Any other expenditure (please tell us)	
1.	
2.	
3.	
4.	
Total expenditure	£

Other than income listed in Section 3, are you receiving financial help from any other source? (eg. friends, family, charity etc.) ☐ Yes (please give full details) ☐ No

Please give any additional information you may think will help support your claim

SECTION 4 - Declaration

I declare that the information given is true and complete. I understand that I may be prosecuted if I try to get an award from the council tax exceptional hardship fund dishonestly. I authorise Rushmoor Borough Council to make enquiries necessary to check the details I have given on this form.

Signature

Date

/

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When completed, please return this form to Customer Services, Rushmoor Borough Council,
Council Offices, Farnborough Road, Farnborough, Hampshire GU14 7JU

If we require any further information we will contact you and ask you for it.

We will write to you and tell you our decision on your application for an Exceptional Hardship Payment.

Privacy Notice – Council Tax

1.Identity of the Data Controller and contact details

Rushmoor Borough Council is the data controller for the personal information you provide. You can contact the Council by phone on 01252 398912, via email to localtax@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.

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

We need your personal information to administer and change the details of your council tax account. The law allows us to use your personal information in this way as carrying out responsibilities under the Local Government Finance Act 1992 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 Benefits, Planning, Business rates, Housing, Environmental Health 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 the council's Bailiffs, Magistrates Court, Hampshire County Council, Department of Work and Pensions, 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 make sure we do not keep your details for any longer than is necessary and when we no longer have a need to keep your details, we will delete or destroy your details securely. 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 to restrict processing
- The right of access
- The right to data portability
- The right to rectification
- The right to object
- Rights related to automated decision making, including profiling
- The right to erasure

Further details on these rights can be found on our website 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 the Local Government Finance Act 1992. If you are asked to provide us with information and fail to do so, or you knowingly provide inaccurate information, then you are committing an offence under this act.

The penalty for this offence is £70.00. If you continue to fail to provide the information then we may charge you an additional £280.00.