



Broadland District Council
Thorpe Lodge
1 Yarmouth Road
Norwich
NR7 0DU

Tel: 01603 430602

Email: benefits@broadland.gov.uk

Discretionary Payments application

- Please complete the attached form in full, giving as much information as possible.
- Please also provide the following proofs by post or email to the above address:
 - Three full consecutive months statements for all accounts held, even if they have no money in them
 - Evidence in support of any medical circumstances declared
 - Proof of your current rent charge, any arrears you may have, and any current action from your landlord
 - Proof of your latest Universal Credit award showing your full breakdown
 - Proof of any debt you hold, plus any repayment arrangements
 - Any other evidence you feel is relevant to your application

Please be aware, we may ask for further information if necessary.

Failure to provide enough information or not supply relevant proofs may delay your claim or result in your claim being refused.

If you need help in completing this form, please contact us on 01603 430602

Two Councils
One Team



What are Discretionary Payments?

Discretionary Housing Payments (DHP) are for help with your rent

DHP can be awarded if:

- you receive Housing Benefit or Universal Credit Housing Element; and;
- the benefit does not cover your rent in full (e.g. there is an under-occupancy deduction, LHA shortfall, etc.), or there are certain deductions from your Universal Credit and;
- you currently have special circumstances which mean that you need extra money to make up this shortfall.

DHP cannot be awarded:

- if you are not receiving Housing Benefit or Universal Credit Housing Element
- to cover services that are included in your rent that do not fall within the housing benefit or Universal Credit scheme (e.g. water, heating, etc.);
- if the deductions from your Housing Benefit or Universal Credit are for advance payments, overpayment of recovery, etc.

Council Tax Discretionary Relief (CTDR) scheme is for help with your Council Tax

CTDR can be awarded if:

- you are experiencing extreme financial difficulty and you're struggling to pay your Council Tax bill.

CTDR might not be awarded if:

- You have a high household income and/or you have unnecessarily high expenditure

You do not have to be in receipt of Council Tax Reduction to claim CTDR. However, you should still claim Council Tax Reduction or any other applicable discounts or disregards that you may be entitled to.

Please remember:

- Awards are discretionary and each application is individually assessed
- We may ask other council officers, such as Community Connectors or Debt and Welfare Advisors, to help or advise you in this process
- Discretionary awards are generally short-term and will depend on how long it reasonably takes for you to reduce your rent commitment or solve your difficulty in another way
- Discretionary awards may be refused if you have had previous awards and/or you have not acted on advice given to help you to improve your situation
- If you are awarded Discretionary payments, you must notify us of changes to your household income or circumstances. Your discretionary award may change or end as a result of any changes

1. Your Details

| | |
|---|----------------|
| Claim Number: | |
| Title: | Surname: |
| First Names: | Date of Birth: |
| Contact Number: | Email address: |
| Your Address: 1. Your Details | |
| Address for Discretionary Payments, if different: | |

2. Your Rent (If you do not rent your home, go to Section 3)

| | |
|---|---|
| How much DHP are you asking for? | £ per week/month/one off |
| How long do you need DHP for? | |
| When did you move into this address? | |
| If you have rent arrears – how much are they? | £ |
| What action is your landlord taking to recover the arrears? | |
| Please provide any action letters from your landlord | |
| How many bedrooms does your property have? | |
| If you have a spare bedroom, is it used by someone providing overnight care or for storing medical equipment? Please give details. | |
| If your rent was affordable when you moved into the property, what change has now made this unaffordable? | |
| Are you expecting a change that will make your accommodation affordable in the near future? i.e. Offer of a job, having a baby, a household member reaching a birthday that would change your benefit, applying for PIP/DLA | |
| Do you or any member of your household have any disabilities, health problems or special requirements that may prevent you from moving? Please give full details. | |
| Please provide your landlord's details | Landlord's name: Landlord's address: |

| | | | |
|---|---------------|------------|-----------------|
| (We may need to contact your landlord to discuss your rent. If you DO NOT want us to, please let us know, and the reason why) | | | |
| Who do you want DHP to be paid to? | | Yourself | Landlord |
| Please note; We will usually pay DHP to your landlord if your Housing Benefit/Universal Credit is paid direct to them. | | | |
| Please provide bank details below for DHP to be paid to: | | | |
| Bank/Building Society: | Account Name: | Sort code: | Account Number: |
| | | | |

3. Your Council Tax (If you do not need help with your Council Tax, go to Section 4)

| | |
|--|-------------------|
| How much help do you need with your Council Tax? £ | per month/one off |
| If monthly, how long do you need help for? | |

4. Other Information

| |
|---|
| Has your property been adapted for the needs of a member of your household? If yes, please give full details. |
| As Discretionary Payments are usually only paid for a short period of time, what action are you taking to resolve the problem on a long-term basis? E.g. looking to move to affordable accommodation, looking work, applying for benefits, etc. |

| | | |
|---|-----|----|
| Are you getting any money management or debt advice? (If yes, please provide details of support given) | Yes | No |
| If No, would you like your details forwarded to an officer who can contact you on this matter? | Yes | No |

| | | |
|---|---------------|------------------|
| Are you working with a Support Worker or third party? | Yes | No |
| If yes, do you give permission for us to discuss your application with them? Please supply details of the person providing support below: | Yes | No |
| Name of support worker or third party: | Organisation: | Contact details: |
| | | |

5. Savings

List below all bank/building society/post office accounts and investments held by you and your partner, even if overdrawn:

| Bank/building society/investments | Current balance |
|-----------------------------------|-----------------|
| | |
| | |
| | |
| | |

6. Income

Please tell us about the income, from all sources, for you and your partner:

| | Weekly | 4 Weekly | Monthly |
|-----------------------------------|--------|----------|---------|
| Wages | | | |
| Earnings (take home pay) | | | |
| Self-employed earnings | | | |
| Benefits received | | | |
| Universal Credit | | | |
| Income Support | | | |
| Jobseekers Allowance | | | |
| Employment and Support Allowance | | | |
| Child Benefit | | | |
| Tax Credits | | | |
| Pension Credit | | | |
| Disability Living Allowance | | | |
| Personal Independence Payment | | | |
| Carers Allowance | | | |
| Attendance Allowance | | | |
| Industrial Injuries Benefit | | | |
| Maternity Allowance | | | |
| Other (please state) | | | |
| Other (please state) | | | |
| Pensions | | | |
| State Pension | | | |
| Occupational/Private Pension | | | |
| Annuities | | | |
| Other Income | | | |
| CSA / Maintenance | | | |
| Contributions from non-dependants | | | |
| Income from lodgers or boarders | | | |
| Student loans/grants | | | |
| Other (please state) | | | |
| Other (please state) | | | |

7. Spending

Please tell us below about the expenditure of your household. Please use statements and receipts and be as accurate as possible:

| | Weekly £ | Monthly £ | Other £ |
|--|----------|-----------|---------|
| BILLS | | | |
| Rent (full charge) | | | |
| Mortgage | | | |
| Council Tax | | | |
| Electricity | | | |
| Heating (gas/oil/solid fuel) | | | |
| Water | | | |
| Mobile phone (If PAYG, give estimate) | | | |
| Landline | | | |
| Internet (if separate from landline) | | | |
| TV licence | | | |
| TV subscription (e.g. Sky, Netflix etc) | | | |
| Home insurance (Contents and building) | | | |
| Hire purchase payments (e.g. furniture, white goods) | | | |
| Other bill (please state) | | | |
| TRAVEL | | | |
| Road Tax | | | |
| Vehicle insurance | | | |
| MOT | | | |
| Petrol/Diesel | | | |
| Breakdown cover | | | |
| Repairs | | | |
| Vehicle hire purchase/loan | | | |
| Parking costs | | | |
| Public transport and taxis | | | |
| Other travel costs (please state) | | | |
| HOUSEHOLD AND PERSONAL | | | |
| Food shopping | | | |
| Toiletries | | | |
| Hairdresser/barber | | | |
| Laundry | | | |
| Healthcare (Medicines, prescriptions, dentist, optician) | | | |
| Nappies and baby items | | | |
| Repairs and house maintenance | | | |
| Other household costs (please state) | | | |
| FAMILY AND PETS | | | |
| School meals | | | |
| School uniform and equipment | | | |
| School trips and activities | | | |
| Tuition fees | | | |
| Childcare costs | | | |
| Birthdays, Christmas and religious festivals | | | |
| Pet food | | | |
| Pet insurance & vet bills | | | |
| Maintenance/CSA payments | | | |
| Clothing and footwear | | | |
| Other family & pet costs (please specify) | | | |

| | Weekly £ | Monthly £ | Other £ |
|---|----------|-----------|---------|
| LEISURE | | | |
| Eating out and takeaways | | | |
| Going out (e.g. cinema, theatre, bowling, events) | | | |
| Memberships (e.g. gym, clubs and societies) | | | |
| Website subscriptions (e.g. media steaming, dating) | | | |
| Newspapers, magazines and books | | | |
| Sports and hobbies | | | |
| Alcohol | | | |
| Cigarettes, tobacco and e-cigarettes | | | |
| Gambling (e.g. Lotto, scratch cards, pools) | | | |
| Other leisure related expenses | | | |
| | | | |

8. Arrears, debts and loans

| Arrears | Outstanding amount | Repayment instalments | Frequency of repayment (weekly, monthly, etc) |
|-------------------------|---------------------------|------------------------------|--|
| Rent arrears | | | |
| Mortgage arrears | | | |
| Secured loan arrears | | | |
| Council Tax arrears | | | |
| Gas arrears | | | |
| Electric arrears | | | |
| Water arrears | | | |
| Maintenance/CSA arrears | | | |
| Magistrates court fines | | | |
| County court judgements | | | |
| Telephone arrears | | | |
| TV/Internet arrears | | | |
| Other – please specify | | | |
| | | | |
| | | | |

[illegible]

9. Privacy Notices

About Us

Broadland District Council takes your privacy very seriously. Under data protection legislation we lawfully process your personal information as a public authority.

What we do with your data

The purpose of collecting your personal data and that of other people named on this form is processing claims for Discretionary Housing Payments, Housing Benefit and/or Council Tax Reduction. We may check some of the information with other sources as allowed by the law.

We will retain this data for 7 years from the date your claim is closed.

Data Sharing

We do not pass your details on to third parties unless the Council is lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes. Examples are the Department for Work and Pensions, HM Revenue & Customs and internal departments such as Council Tax and Early Help. We may share the details with other organisations that handle public funds and assist in the processing of other benefits.

Your Rights

Under data protection law you have the right to request access to, rectification, restriction or objection to the processing of your personal data, as detailed in our Privacy Policy (on our website). You can contact our Data Protection Officer at right2know@s-norfolk.gov.uk. You also have the right to lodge a complaint with the regulator, the Information Commissioner's Office.

10. Declaration

Please read and sign the following declaration:

- The information that I have provided is correct and complete.
- I undertake to notify Broadland District Council immediately of all changes in the personal and financial circumstances of myself and members of my household.
- I authorise Broadland District Council to make any enquiries it considers necessary in connection with this application.
- I understand that Broadland District Council may share the information with other organisations to check the accuracy of this information, prevent or detect crime and to protect public funds.
- I undertake to repay Broadland District Council any overpayment of a Discretionary Housing Payment that is deemed to be recoverable.

| | |
|---------------------------|-------|
| Your signature: | Date: |
| Your partner's signature: | Date: |

If you had assistance in completing this form, please provide details from whom:
Name:
Organisation:

