

|          |
|----------|
| Name     |
| Address  |
|          |
|          |
| Postcode |

Tel : 01824 706000

Date :

Claim Ref :

### **DISCRETIONARY HOUSING PAYMENT FORM (SHORTFALL IN RENT)**

If you are getting Housing Benefit/Universal Credit but still find it difficult to pay your rent, you may be able to get extra help for housing costs by applying for a **Discretionary Housing Payment (DHP)**. DHPs are not benefit payments. They are payments made based on the circumstances of the person applying and are made at the discretion of the Authority. You can apply for a DHP to help you pay your rent if:

- You are already getting Housing Benefit/Universal Credit (including Housing cost element).

**And**

- Your Housing Benefit/Universal Credit (Housing Element) is below your full rent

**And**

- Special circumstances exist which mean you are unable to pay the difference between the rent and benefit entitlement yourself.

Should you need any further information with regards to this matter, please contact the Benefits Section on the above telephone number.

Yours sincerely,

Service Delivery Manager

## **What circumstances will we take into account in deciding if a DHP can be made?**

The reason you are unable to pay your Housing costs. The fact that there is a shortfall between your benefit and housing costs is not enough for a DHP to be made.

You must have other reasons, which makes your case out of the ordinary.

Your financial circumstances including whether you can budget to meet your housing costs yourself.

What you are doing to make sure you can meet your housing costs yourself in the future. If there are other ways to reduce your housing costs, for example moving to less expensive property or help from other sources.

## **How to apply:**

- You must complete the application form
- Answer **all** the questions.
- Read the declaration carefully.
- Sign the form.
- Send the form with all proofs to:

Benefits Department,  
Russell House,  
Churton Road,  
Rhyl  
LL18 3DP.

Alternatively, the completed form can be returned in person to one of the One Stop Shops located around the county. There are One Stop Shops located at Rhyl, Prestatyn, Rhuddlan, St Asaph, Denbigh, Ruthin, Corwen and Llangollen. See the Denbighshire County Council website for more information: [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

## **How long will a DHP be paid for?**

### **DHP's may be paid:**

- For a specific period such as a period when you have additional unforeseen expenditure.
- For an ongoing period when they will normally be linked to the period you have been awarded benefit. For example if the DHP is made because your rent is restricted due to 'Bedroom Tax'.

The period of award will never be more than 52 weeks.

When a DHP award ends you can reapply but account may be taken of what efforts you have made since your earlier application, to ensure you can meet your Housing costs yourself.

## **How much will the DHP be?**

- If you are awarded a DHP the amount you get will depend on your circumstances and the reason it has been awarded.
- It cannot be higher than the difference between your housing costs and your benefit entitlement.
- We will always take account of any amount we consider you can pay yourself.

## **How will you know if you have been awarded a DHP?**

- A letter telling you if you have been awarded a DHP will be sent to you, normally within 14 days of your application.
- If we need extra information before we can decide if a DHP can be given, we will write to you for that information. We will normally tell you, if you have been awarded a DHP, within 14 days of receiving that information.
- If we do not award you a DHP the letter will tell you why not.

## **What if you disagree with the decision about a DHP.**

- If you disagree with our decision you can ask us to look at the decision again. To do so, you must write to us telling us why you do not agree with the decision. Your letter must reach this office within one calendar month of the date at the top of the decision letter. You will be notified of the result of this review by letter.
- Please note: As DHPs are not awards of Benefit, you cannot appeal to the Tribunal Service against a DHP decision.



**Do you/your partner currently receive support from Pathways/ Floating Support?**  
Yes/ No

**Do you/your partner receive financial advice from Citizens Advice Denbighshire?**  
Yes/No

*If you already received support from the above services please continue to the next question.*

If you do not receive support from the above these are the areas that they may be able to assist you.

Please tick the appropriate boxes for the areas in which you feel you require support.

- Benefits advice
- Debt advice
- Energy/ Household bills advice
- Housing advice
- Money Management & Budgeting
- Online Advice Service
- Risk of homelessness
- Fear of Domestic Abuse
- Mental Health Support (e.g. suffering from anxiety, depression as a result of your housing situation)
- Learning Disabilities & similar or related support needs (e.g Autistic Spectrum disorder, Asperger's Syndrome or acquired a brain injury.)

In order to receive assistance regarding any of the above we must have your authority to make a referral to Pathways/ Floating Support and Citizens Advice Denbighshire.

Declaration

I/we hereby give Denbighshire County Council authority to make a referral to Pathways/ Floating Support and Citizens Advice Denbighshire on my behalf

Claimant signature

Date

Partner Signature

Date

**PART 1. NEW CLAIMS**

**Please complete this section if you have not previously claimed a Discretionary Housing payment. If you are applying for a current award to be extended please go directly to Part 2 of this form.**

How did you hear about this property?

Why did you choose this property? Are there any special reasons that made you move to this address?

Before taking the property did you check the Local Housing Allowance rates for the area?

- Yes       No       Not applicable (Housing Association / Council Property)

If you were aware there would be a shortfall in your rent, please explain how you planned to meet the shortfall.

Please tell us why you took the property knowing there would be a shortfall in your rent.

Have you asked the landlord to reduce the rent?

- Yes       No       Not applicable (Housing Association / Council Property)

If yes, what did landlord say?

Please tell us how this property is suitable for you (and your family)  
e.g. has it been adapted, do you need ground floor accommodation?

Please give details below and enclose any relevant supporting evidence.

**PART 2 RENEWAL CLAIMS**

**Please complete this section if you have already received a DHP which is ending and you are reapplying because you still require assistance.**

As you have already received a DHP which is ending please inform me why you still require assistance.

Please tell us what action you have taken during the period of the previous award to help your situation.

Have you tried to find alternative accommodation?

- Yes       No

If not, please give reasons

Please tell us why you feel this property/area is more suitable for you than another property/area.



**PART 3.**

**To be completed by all claimants**

Are you on any council or Housing Association waiting lists?

Yes       No       Not applicable (Housing Association/Council Property)

If no, please explain why not.

Are you in arrears with your current rent?

Yes       No

If yes please provide details of the amount of your arrears.

If you receive Universal Credit (Housing Element) is this paid directly to your landlord?

Yes       No

Would it help your current situation if we paid Housing Benefit direct to your landlord?

Yes       No

We need to see evidence of your current rent charge to support your application. Please tick below to confirm this provided:

Please find enclosed a copy of my most recent Tenancy Agreement/Letter from my landlord.

**Special Circumstances**

- DHPs can only be paid if you have special circumstances, which mean you cannot afford to pay your housing costs without extra help.
- Tell us what your special circumstances are for the period you want to apply for a DHP.
- Include any information about ill health in your family that has contributed to your circumstances. You will need to submit medical evidence to support your case.
- You should also submit any other documents which support your statement.

Is there anything else you would like to tell us in support of your application?

**Future plans to meet your housing costs**

Have you taken or intend to take any action to ensure you will be able to meet your housing costs in the future, (include any efforts you have made to reduce your housing costs or sort out your finances).

If so, give details below:

**Action already taken:**

**Action you intend to take:**

**Your Debts**

Do you have any loans/hire purchase or other financial obligations?  
e.g. Sky, Mobile Phone, Brighthouse, Wonga, etc.

Yes       No

If yes, please complete below

| Company: | Contract start date: | Contract End date: | Total Amount: | Instalment Amount: | Are payments up to date? |
|----------|----------------------|--------------------|---------------|--------------------|--------------------------|
|          |                      |                    |               | Wk / Mth           |                          |
|          |                      |                    |               | Wk / Mth           |                          |
|          |                      |                    |               | Wk / Mth           |                          |
|          |                      |                    |               | Wk / Mth           |                          |
|          |                      |                    |               | Wk / Mth           |                          |
|          |                      |                    |               | Wk / Mth           |                          |

Have any of the above been renegotiated?       Yes       No

Have you contacted any agencies such as Citizens Advice Denbighshire or Money Advice Service to assist you in managing your debts? Please give details of any action taken.

## Your savings

Please give details of all your bank accounts and provide 3 months statements for each account (even if they are overdrawn).

| Name of Bank/Building Society | Account Number | Balance |
|-------------------------------|----------------|---------|
|                               |                | £       |
|                               |                | £       |
|                               |                | £       |
|                               |                | £       |
|                               |                | £       |

Is there anything else you would like to tell us in support of your application?

| <b>Income &amp; Expenditure</b>                  |               |                 |                |
|--|---------------|-----------------|----------------|
|  | <b>WEEKLY</b> | <b>4 WEEKLY</b> | <b>MONTHLY</b> |
| Take home pay (Inc. partner)                     |               |                 |                |
| State Benefits (Please specify)                  |               |                 |                |
| Child Benefit                                    |               |                 |                |
| Other Income (Please specify)                    |               |                 |                |
|  |               |                 |                |
| <b>TOTAL INCOME</b>                              |               |                 |                |
|  | <b>WEEKLY</b> | <b>4 WEEKLY</b> | <b>MONTHLY</b> |
| <b>YOUR EXPENDITURE</b>                          |               |                 |                |
| Rent   |               |                 |                |
| Council Tax                                      |               |                 |                |
| Water Rates                                      |               |                 |                |
| Electricity                                      |               |                 |                |
| Gas  |               |                 |                |
| Other Fuel (Please specify)                      |               |                 |                |
| Buildings / Contents / Life Insurance            |               |                 |                |
| Housekeeping (Food, etc.)                        |               |                 |                |
| Satellite TV Subscription (Sky, Virgin TV, etc.) |               |                 |                |
| T.V. Licence                                     |               |                 |                |
| Mobile Phone Contract / Charges                  |               |                 |                |
| Landline / Broadband Charges                     |               |                 |                |
| Clothing   |               |                 |                |
| School Meals                                     |               |                 |                |
| Car Expenses (Petrol etc.)                       |               |                 |                |
| Car Tax  |               |                 |                |
| Car Insurance                                    |               |                 |                |
| Catalogue  |               |                 |                |
| Loans (Include period & reason for loan)         |               |                 |                |
| Credit / Store Cards / Hire Purchase             |               |                 |                |
| Maintenance Payments                             |               |                 |                |
| Court Fines (Include Period)                     |               |                 |                |
| Other (Please specify)                           |               |                 |                |
|  |               |                 |                |
| <b>TOTAL EXPENDITURE</b>                         |               |                 |                |

**Please provide evidence of all your expenditure (receipts/bills/etc.) If the authority considers your expenditure is excessive, it may restrict it or ask you to provide further proof of and reasons for the expenditure.**

**If you do not provide supporting evidences this could cause a delay in a decision being made on your claim.**

**You must tell us how you want us to pay your Discretionary Housing Payment**

Please select on from the options below:

- Straight into my Bank Account
  
- Directly to my Landlord's Bank Account

Full Name and Address of Bank or Building Society

|          |
|----------|
|          |
|          |
|          |
| Postcode |

Sort Code

Building Society roll number

Account Number

or Credit Union Number

Name of the account holder/holders as they appear on the cheque book, passbook or statement.

**Declaration**

Please read this declaration carefully.

I/we declare that the information I/we have given on this form is correct and complete to the best of my/our knowledge.

I understand the Local Authority is under a duty to protect the public funds it administers, and to this end may use the information provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

I/we authorise the council to make any necessary enquiries to verify the information on this form.

I/we have enclosed all proofs of income and expenditure required  
(I/we understand a decision can not be made without this information).

Claimant Signature

Date:

Partner Signature

Date: