

OUR USE ONLY: Work type: UCDHPAPP
Issued by: Disc Award Ref:
Date:



UNIVERSAL CREDIT - Request for Discretionary Housing Payments

Discretionary Housing Payments (DHP) may be awarded where there is a shortfall between your rent and your Universal Credit housing element. It cannot cover ineligible services such as meals or water rates. If you wish to apply for DHP you should answer the questions overleaf, in full, and give as much information as possible. Please provide any documents that may support your case.

If you wish to get help with paying your Council Tax due to a shortfall in your Council Tax Support, please go to merton.gov.uk/cts to download and print the right form to do this.

Please note you will not be eligible for DHP if you already receive maximum Universal Credit housing element.

You should return this form as soon as possible but not later than one calendar month of the above date.

If you would like more information in your own language, please contact us at the address shown in the box below.

Albanian
Arabic
Bengali
Chinese
Farsi
French
Polish
Punjabi
Somali
Spanish
Tamil
Urdu

Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المدون ضمن الإطار أدناه.

আপনি যদি আপনার নিজের ভাষায় আরও তথ্য জানতে চান, তাহলে নিম্নের বাক্সে প্রদত্ত ঠিকানায় আমাদের সাথে যোগাযোগ করুন।

如果你需要用中文印成的資料，請按低端方格內提供的地址與我們聯系。

اگر مایل به کسب اطلاعات بیشتر به زبان خود هستید ، لطفا از طریق آدرس زیر با ما تماس بگیرید.

Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

Jeśli życzy sobie Pan/i więcej informacji w swoim języku, proszę się z nami skontaktować pod adresem podanym w dolnej ramce.

ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਸਾ ਵਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், கீழேயுள்ள பெட்டிக் குள் தரப்பட்டுள்ள விவரத்தில் அம்முடன் தொடர்பு கொள்ளுங்கள்.

اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے کس میں درج ہے۔

You can also get this information in large print, in Braille and on tape.

Merton Benefits Service, London Borough of Merton, Civic Centre, PO Box 610 Morden SM4 5ZT

UNIVERSAL CREDIT Discretionary Housing Payment (DHP) application

Please answer the questions below as fully as possible. We will need to see proof of what you tell us. We may also ask you to attend an interview or we may visit you at home.

SECTION 1 – ABOUT YOU

What is your current tenancy:

- I live in temporary accommodation provided by Merton Council?
 I rent my home from a private sector landlord (e.g a letting agent)?
 I rent my home from a registered social landlord?

First name

Surname

National Insurance number:

Date of birth

The address you want DHP for (including flat or room number and post code)

What date did you move into this address?

What is your country of birth?

When did you last arrive in the United Kingdom?

What is your status in the United Kingdom? British citizen Other state below:

Contact telephone number:

Email address:

(We will only contact you if we need further information about your claim)

SECTION 2 – PEOPLE WHO LIVE WITH YOU

Please tell us about other people who live with you.

| Name | Date of birth | Relationship to you |
|------|---------------|---------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

Continue on a separate sheet if necessary

If you have a partner listed above please give us their National Insurance number:

Could any of these people, help you with your rent payments? Yes No

If yes, how much could they afford in total? £

every

How much can they afford?

£

every

SECTION 3 –YOUR BANK ACCOUNT

If we agree to award DHP we will only pay by Direct Credit to a bank account. DHP is paid **monthly** in arrears on the first week of the month. We will pay DHP to your bank account We will only pay to your landlord if your UC is paid directly to your landlord. If you are in arrears we will pay any arrears of DHP directly to your landlord. Please give us details of **your** bank account:

Account name

Sort code Account number

Roll number

SECTION 4 – ABOUT YOUR TENANCY & RENT

Your landlord's name:

Your landlord's address:

Your landlord's email

Your landlord's phone number

Can we speak to your landlord about your application for DHP? Yes No

How much rent are you charged? £ every

What is your rent reference?

Do you have any weeks where you do not pay rent (rent free weeks) Yes No

If yes – please tell us which weeks (e.g. 2 weeks at Christmas)

Does your rent above include the following?

Meals No Yes

If yes, which meals?

Charge for shared facilities No Yes How much? £ _____

Council Tax No Yes How much? £ _____

Water charges No Yes How much? £ _____

Lighting in your home No Yes How much? £ _____

Hot water No Yes How much? £ _____

Gas or electricity for cooking No Yes How much? £ _____

Heating your home No Yes How much? £ _____

General counselling and support No Yes How much? £ _____

Cleaning your home No Yes How much? £ _____

Other services (tell us what below) No Yes How much? £ _____

How much? £ _____

How much? £ _____

You must provide proof of your rent and what is included in it. Please provide a current tenancy agreement, a letter from your landlord or a rent receipt. You must also provide proof of any arrears and any notice to quit. . See the section on PROOF at the end of this form.

How many bedrooms do you and your household have access to?

Are you in rent arrears? Yes No

Has your landlord given you notice to quit? Yes No

If Yes, you should also contact the council's **Housing Advice Service on 020 8545 3734/3735 for advice.**

SECTION 5 – ACTION YOU HAVE TAKEN TO REDUCE YOUR RENT

Have you, or someone on your behalf, tried to get your landlord to reduce the rent? Yes No

If yes, what rent will your landlord accept? £

If no, please say why you have not tried:

Have you, or someone on your behalf, tried to find cheaper accommodation?

Yes please give details and provide any proof you have.

No please say why you have not tried:

For help and advice on moving, or for advice about your existing tenancy rights, contact the council's Housing Advice Service on Tel: 020 8545 3734/3735

Could you live with family or friends? Yes No

If no, please state why not?

Did you have to pay a deposit before you moved in? Yes No

If yes:

is it protected by the rent deposit scheme? Yes No

If you will not get your deposit back, please explain why:

SECTION 6 – LOCAL HOUSING ALLOWANCE RESTRICTIONS

Is your short fall due to Local Housing Allowance (LHA) restrictions?

LHA is used to work out the housing element of UC. It only applies to claims for private landlord tenancies. LHA is not used for registered social landlord (also known as housing associations) tenancies. If you rent your home from a RSL please answer No.

Yes Answer the questions below. No Go to **Section 7**

Did you move to your current address in the last 12 months? Yes No

If Yes, answer the questions below.

If No, go to **Section 7**

SECTION 6 (continued) - Your previous address

What was your previous address, including flat or room number & postcode?

How much rent were you charged at your previous address?

£

every

Were you receiving Housing Benefit or Universal Credit Housing Element at this address?

Yes

No

Why did you move from this address?

If you were given Notice to Quit the property, please attach a copy of it.

If your previous address was not in the London Borough of Merton, why did you move to this borough?

Your current address

Did you find this accommodation through an agency?

Yes

No

If no, how did you find it?

Was anywhere cheaper offered to you?

Yes

No

If yes, why did you not take it?

Were you able to afford the rent when you moved in (for example because you were in work)?

Yes

No

Was the Local Housing Allowance standard rate less than the charged rate when you signed the tenancy agreement?

Yes

No

If yes, why did you take the tenancy?

Now go to **SECTION 7**

SECTION 7 – BENEFIT CAP RESTRICTIONS

Are you claiming a DHP due the benefits caps? The Benefit caps restrict the amount of benefit you can receive.

Yes **Answer the question below** No Go to **Section 8**

Have your benefits been capped from at least the date you moved into the property? Yes No

If Yes, why did you move into this property and not move into a property where your benefits would not be capped?

SECTION 8 – SOCIAL RENTED SECTOR UNDER-OCCUPATION RESTRICTIONS

Are you claiming a Discretionary Housing Payment due to a reduction in your Housing Benefit caused by the under occupation changes to social rented sector tenants (also known as bedroom tax)? If you rent your home from a private sector landlord please answer No.

Yes **Answer the question below** No Go to **Section 9**

Are you looking for a smaller property? Yes No

If No, please say why not in the space below:

If Yes, please say what steps you have taken

SECTION 9 – OTHER REASONS FOR DHP REQUEST

If you are claiming DHP for any other reason, please give full details below.
Continue on another sheet of paper if you need to.

SECTION 10 – HELP FROM HOUSING OPTIONS TEAM

Have you already contacted our Housing Options team? Yes No

If Yes, have you claimed a homelessness prevention payment? Yes No

SECTION 11 – SPECIAL NEEDS

Do you, or any member of your family who lives with you, have any health problems which mean your accommodation is particularly suitable, or might be made worse if you have to move? Yes No

If Yes, please give details of the health problems and the reason it make it worse:

| Name | What is the health problem and reason |
|------|---------------------------------------|
| | |
| | |
| | |
| | |
| | |
| | |

Continue on another sheet of paper if you need to.

SECTION 13 – YOUR OUTGOINGS

Please provide proof of your outgoings (e.g. rent account statement, gas bills, electricity bills, bank statements showing payments made; credit agreement etc.)

| Household bills | How much? | How often? |
|--|-----------|------------|
| Gas | | |
| Electricity | | |
| Water charges not included in your rent | | |
| Buildings and contents insurance | | |
| Child care costs not covered by tax credits or free child care grants | | |
| Food and toiletries | | |
| Clothing | | |
| Laundrette costs | | |
| Landline phone calls and/or line charge | | |
| Mobile phone | | |
| Broadband not including phone line charge | | |
| Health /endowment policies | | |
| Television licence | | |
| Television rental | | |
| Washing machine rental | | |
| Fridge freezer rental | | |
| Cooker rental | | |
| Hire purchase payments | | |
| Travel to work/education | | |
| Council Tax not covered by Council Tax Support | | |
| Additional expenses related to health or disability (e.g. special diet or medical reasons) | | |

Repayment of loans/debts

| Name of loan provider | Reason for loan | How much are you paying? | How much do you still owe? |
|-----------------------|-----------------|--------------------------|----------------------------|
| | | £ _____ Every _____ | |
| | | £ _____ Every _____ | |

Other outgoings (e.g. deductions from your benefits to repay debts or overpayments)

| Description | How much are you paying? | How often? |
|-------------|--------------------------|------------|
| | £ _____ Every _____ | |
| | £ _____ Every _____ | |

SECTION 14 – SAVINGS AND CAPITAL

Do you have any savings, capital or investments?

Yes No

If yes, how much in total?

£ _____

Please provide proof of any savings, capital and investments you have. Please note these are cross referenced to other data we hold. You must tell us about all accounts and capital held by you and your partner.

Do you, or any member of your family who lives with you, have any special needs, which mean you have to spend more money than normal, e.g. special dietary needs or medical reasons?

Yes No

If Yes, please give details of who the cost relate to and what they are:

| Name | What is the special need | Weekly cost (£) |
|------|--------------------------|-----------------|
| | | |
| | | |

SECTION 15 – PERSONAL STATEMENT

Please add any other information you think may help your case

Continue on another sheet of paper if you need to.

PROOF

Please provide proof of anything you have told us about such as outgoing bills, rent arrears, outstanding debts, medical conditions and so on. You must provide proof of your Universal Credit award.

Please send it in or upload an image of it at merton.gov.uk/hbupload. You can also bring it in and use the photocopier in Merton Link on the ground floor of the Civic Centre in Morden and post it in the Housing Benefit mailbox – please ensure you mark any evidence for a “DHPUC claim”.

CHANGES IN YOUR CIRCUMSTANCES

It is your responsibility to tell us if your circumstances change or if your household circumstances change. Failure to tell us about a change that means you should no longer get DHP will result in an overpayment which we will seek to recover.

DATA PROTECTION

Your personal information will be held and used in accordance with the requirements of the Data Protection Act 1998. We have a duty to protect the public funds we administer and may use the information you have provided for the prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, go to merton.gov.uk/nfi-fdp or contact the Data Protection Officer by email: data.protection@merton.gov.uk Further information is available from: ico.org.uk

SECTION 16 – DECLARATION

You must read the following statement carefully and sign and date the form in the appropriate spaces below. If you have a partner, they should also sign it too.

- 1. The information I have given on this form is correct and complete to the best of my knowledge.**
- 2. I understand that anyone who dishonestly claims or receives benefit or a discretionary housing payment may be prosecuted.**
- 3. I give my permission for the council to make any enquiries it thinks necessary to verify the information on this form. This includes permission to contact the council where I/we previously lived regarding my Housing Benefit entitlement and the circumstances in which I/we vacated my previous address.**
- 4. I also give my permission for Merton Council to verify this information with my/my partner's employers and my/my partner's bank or building society and to visit me to check that the details of my claim are correct.**
- 5. I also understand that you may share and verify this information with other organisations that handle public funds; including, other sections within the council, rent officer, other councils and benefit authorities.**
- 6. I know that I must tell the council benefit office about any relevant changes of circumstances that happen after I have signed this claim. These could be things like:**
 - A change of address temporarily or permanently**
 - A change in my/our income, or that of anyone living with me/us**
 - If somebody joins or leaves my household**
 - If I go on holiday for more than 4 weeks or leave the country**

Your signature: _____ Name: _____

Your partner's signature: _____ Name: _____

Date: ____/____/____

Endorsement

If you have had help filling in this form please give the details below:

I have completed this application form on behalf of the person named above. I have read out each question to this person and written down their answers:

Signature: _____ Name: _____ Date: ____/____/____

INFORMATION ON AWARDS

Where a Discretionary Housing Payment award is made in respect of help with rent, this will be paid once a month in the first week of the month, directly to your bank account. We will pay the DHP directly to your landlord where we believe it is in your interests to do so or if your Universal Credit is being paid directly to your landlord.

If you are awarded Discretionary Housing Payments, your award will be made from the Monday after we received your form in the office. The award will be made for a minimum of 13 weeks (unless your Universal Credit ends in less than 13 weeks, when it will be paid only until the end of that UC entitlement). When you make a new claim for UC you will also need to make a new claim for Discretionary Housing Payment.

IMPORTANT: PLEASE NOTE

Merton Benefits Service is allocated a strictly limited budget by central Government that we can spend on Discretionary Housing Payments.

For this reason even if you are awarded a Discretionary Housing Payment, it may not be given for the full amount of the shortfall of your rent or for the whole of your benefit period.

It is also possible that you may not be able to receive a Discretionary Housing Payment every time, or if you do, it may not be for the full amount of the shortfall.

Where this payment is made to help with the shortfall in your Universal Credit entitlement due to a LHA rent restriction, you should begin looking for more affordable accommodation immediately. Before you accept a new tenancy you should get the Local Housing Allowance standard rate that applies to you. This means that you will have a better idea of the maximum housing cost element of Universal Credit you could get before taking on a new tenancy and if there is likely to be a shortfall. Please visit either of these websites:

- www.merton.gov.uk/local_housing_allowance
- www.gov.uk/housing-benefit/what-youll-get and click on Local Housing Allowance Limit.

Please return this form by:

| Electronic method | Post or deliver to: |
|--|--|
| <ul style="list-style-type: none">• Take an image of the form (digital photo/scanned image)• Upload the image to merton.gov.uk/hbupload• In the HB ref field quote "DHPUC" | Merton Benefits Service PO Box 610 Merton Civic Centre London Road Morden SM4 5ZT |