

## Other information leaflets available

- 1 *Who can claim and how (People over 60)*
- 2 *Who can claim and how (People under 60)*
- 3 *Under 25's/Young People*
- 4 *Lone parents*
- 5 *Students*
- 6 *People from abroad*
- 7 *Working and claiming*
- 8 *Changes in circumstance*
- 9 *Overpayments*
- 10 *Rents and charges*
- 11 *Pre Tenancy Determinations*
- 12 *Non-dependants*
- 13 *Absence from home*
- 14 *Claiming benefit on two homes*
- 15 *Backdating*
- 16 *Discretionary Housing Payments*
- 17 *Second Adult Rebate*
- 19 *Child Care Costs*
- 20 *Self-Employed*
- 21 *Information for landlords*
- 22 *Disputes and appeals*
- 23 *Savings and investments*
- 24 *Counter Fraud*
- 25 *Verification of documents*
- 26 *Dealing with Bereavements*

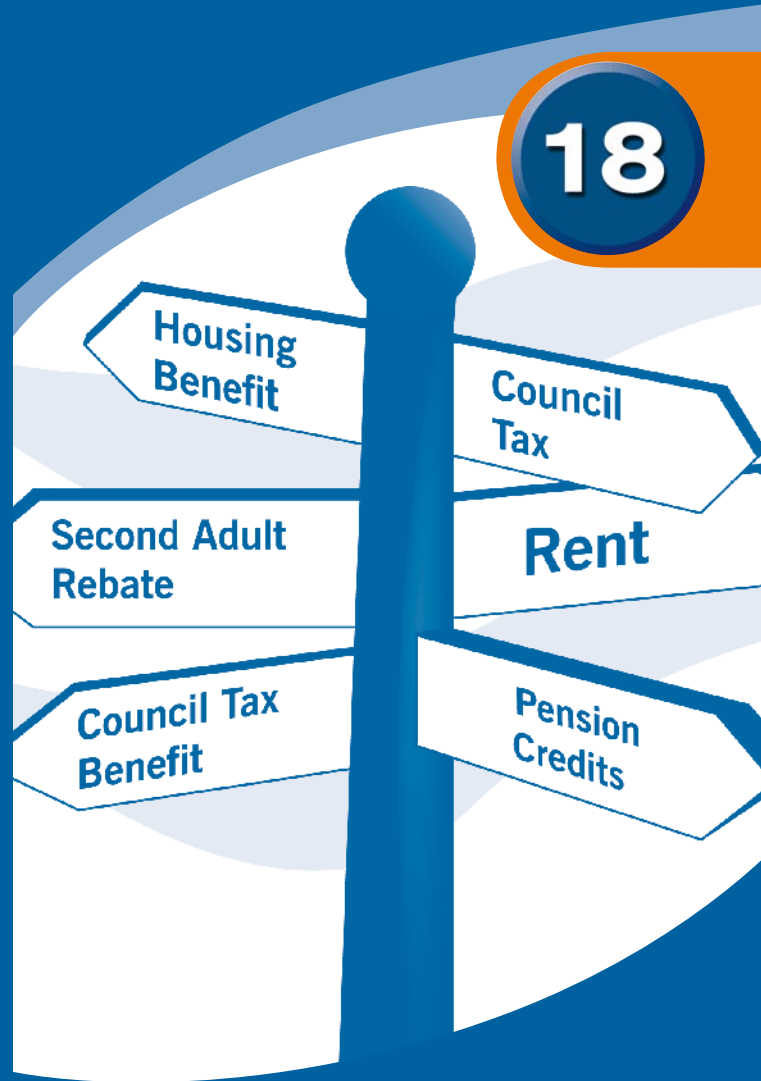
If you would like to receive this information in another language or in another format such as large print, Braille or on audio tape, please contact Customer Services on 01793 463725 for further information.

ART1107/FOI2627/FEB07

# Customer Service and Home Visits

Version 2 February 2007

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## Customer Service Charter

We aim to deliver the best possible standards of service to customers. To help us achieve this aim we have developed a Customer Service Charter.

### The charter states that:

- All customers will receive a pleasant and courteous service at all times
- We will provide an efficient and effective service to meet the needs of all customers
- All our staff will identify themselves by either badge or name
- Customers will receive the right information first time...every time.
- We will continually work towards the delivery of services that are easily accessible to all sections of the community.

### We also aim to:

- Attend to 80% of our customers within 15 minutes of their arrival
- Answer 85% of all telephone calls within 3 minutes
- Use all comments and complaints to help identify areas where we need to improve our service to you and the steps we need to take to realise those improvements.

## What is Housing Benefit & Council Tax Benefit?

Housing Benefit can help you pay your rent for the property you live in if you are on a low income. You may be a council tenant, pay rent to a private landlord or to a Housing Association.

Council Tax Benefit can help you, if you have to pay Council Tax on your home.

## How you can claim?

If you are making a new claim for Housing Benefit and/or Council Tax Benefit you will need to contact the Council.

You can make a claim by: -



phone on 0845 8500 962  
(8.30am- 5.30pm) local call  
rates apply



making an appointment at our  
offices at Wat Tyler House West  
in Beckhampton Street. Opening  
hours (9.00am-4.30pm)



downloading a form from our  
website at [www.swindon.gov.uk](http://www.swindon.gov.uk)

writing to: The Benefits Office  
Swindon Borough Council, Civic Offices  
Swindon SN1 2JH

If you write to us requesting benefit we will still need to ask you to complete a form.

**For more information about how to make a claim please read either leaflet 1**

## **(Who can claim and how (People over 60) or leaflet 2 (Who can claim and how (People under 60)**

### **Customer Service Centre**

The Customer Services Centre is situated on the corner of Beckhampton Street and Princes Street and is open between 9.00am and 4.30pm (Monday – Friday).

If you want to make a claim for benefit in person, you can either call in to the office or call us on 0845 8500 962 to make an appointment.

When making a claim in person, you will be given a new claim form called an HCTB1 and asked to complete it before your appointment. If you are unable to fully complete the form, fill out the sections that you can before your appointment. A member of the Benefits Section will then help you to complete the other sections when you come in.

To ensure we can process your benefit quickly, please ensure that you review the Checklist of Evidence on page 29 of the claim form and then bring all of the evidence required to your appointment.

### **Telephone Call Centre**

The Telephone Call Centre is available to take calls between 8.30am and 5.30pm (Monday – Friday)

If you want to make a claim for benefit over the phone, you can call us on 0845 8500 962.

When your call is answered press option 1 if you would like to be sent a claim form or option 2 if you want to make an appointment at Wat Tyler House.

### **Home visits**

If you are elderly, disabled or housebound and you need help completing your claim for benefit or help and advice with an existing claim, we can arrange for an officer to visit you at home. Just let us know and we will organise a convenient date and time to visit you.

If you are already receiving Housing Benefit or Council Tax Benefit, we may need to visit you at home at some point during the life of your claim. This is because we need to check that all the information you gave on your application form, and on which your benefit is based, still remains the same. We will of course, write to you about this before we come to visit.

## Leaflets

This leaflet is one of a series of leaflets available, which explain more about Housing Benefit and Council Tax Benefit, how you can apply and what you will need to provide in support of your claim.

These and many other leaflets are available from the Customer Service Centre, the Housing Department, Social Services, a number of advice agencies and all major libraries.

## Useful numbers

Age Concern (Swindon)	01793 692166
Citizens Advice Bureau	0845 0505155
Community Legal Service Direct	08453 454345
The Harbour Project	01793 490876
Jobcentre Plus	0845 6060234
Millen Advice Point	01793 480606
Parks Advice Point	01793 487934
The Pension Service	0845 6060265
Stratton Advice Point	01793 823472
Swindon Racial Equality Council	01793 528545
West Swindon Advice Point	01793 871303
Wiltshire Law Centre	01793 486926

### Fraud Hotline

“Do you know someone who is falsely claiming benefit”  
Don't let them get away with it.  
Ring the Fraud Hotline on  
**01793 464690**