

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

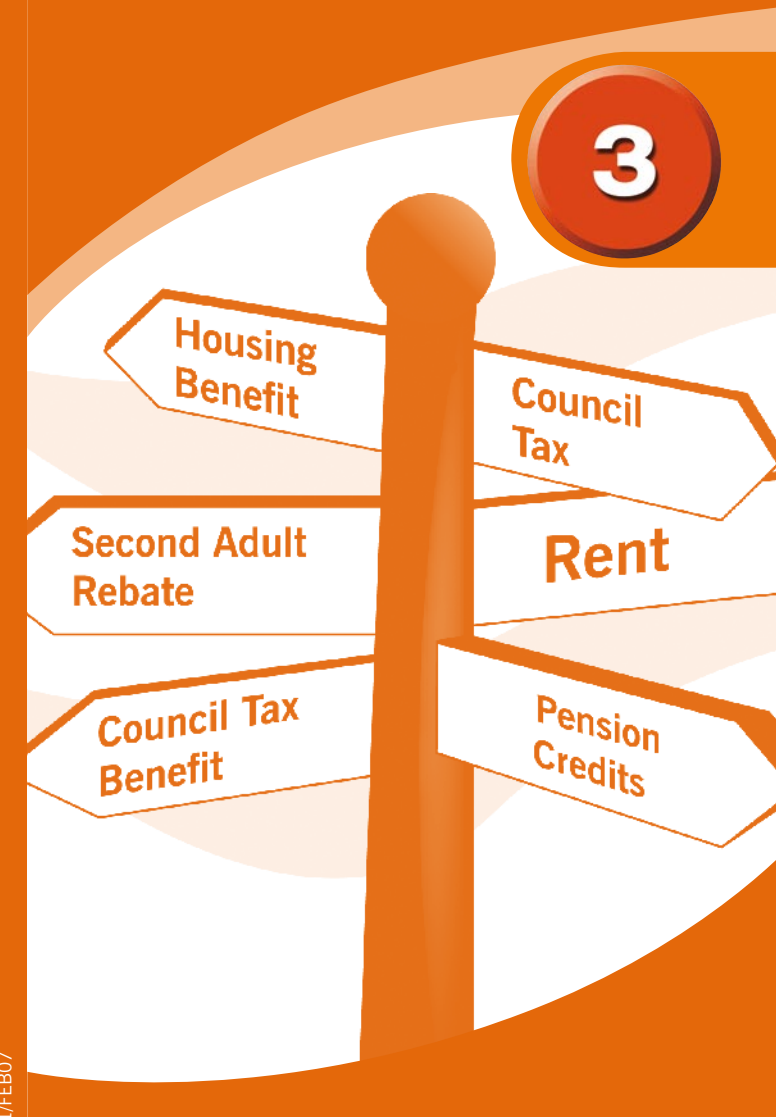
Other information leaflets available

- 1 Who can claim and how (People over 60)
- 2 Who can claim and how (People under 60)
- 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
- 18 Customer service and home visits
- 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.

Under 25's/Young people

Version 2 February 2007



What do we mean by under 25's / young people

The rules for Housing Benefit are different for people under the age of 25. If you are single and under the age of 25 and you rent from a private landlord we may have to restrict your rent. The maximum we can pay you is based on a 'single room rent'. The figure used to calculate this single room rent is provided to us by a Department for Work & Pensions Rent Officer. You can find out more about the Rent Service at www.therentservice.gov.uk

We are obliged to use this figure even if you have a single room in a shared flat and pay a proportion of the rent for the whole accommodation. **For more information please read leaflet 10 (Rents & charges).**

A young person is someone who is over 16 but less than 20 years of age. You must not be receiving Income Support or Job Seekers Allowance (Income Based), nor in advanced education, nor a person aged 16 or 17 who is subject to the Children Leaving Care Act.

Who can claim benefit?

If you are a young person you can claim for Housing Benefit if you are liable to make payments in respect of your home, but not if you are living with your family and paying board and lodging costs to them. Young people aged 18 or 19 subject to the Children Leaving Care Act are eligible to claim.

If you are a young person you can also claim Council Tax Benefit once you are made liable for Council Tax. You will only be made liable for this once you have reached the age of 18.

How to claim

There are two ways you can make a claim.

If you are making a new claim for Income Support or Jobseekers Allowance (Income Based) and you also wish to claim Housing Benefit and/or Council Tax Benefit at the same time, you must complete a claim form (HCTB1) and send it to the Jobcentre Plus office.

In all other cases 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

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.

When you make a claim, we will look at your income after deductions for tax and National Insurance, your savings and assets, half of any contributions you make towards your pension and your personal circumstances such as the people living in your household and your rent and/or Council Tax liability. **For more information please read leaflet 2 (Who can claim and how (People under 60))**

If you are having difficulty in completing the form we will help you. **For more information please read leaflet 18 (Customer service and home visits)**

What we will do next

We will calculate your benefit entitlement based on the information you have told us about yourself and your circumstances.

If there is a shortfall between the rent you pay and the amount of benefit we can give you, we can consider topping up your benefit by means of a Discretionary Housing Payment. This is an extra payment we can give you over and above your benefit for a short period of time. **For more information please read leaflet 16 (Discretionary Housing Payment).**