

If you are having difficulty in completing the form we can 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).**

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

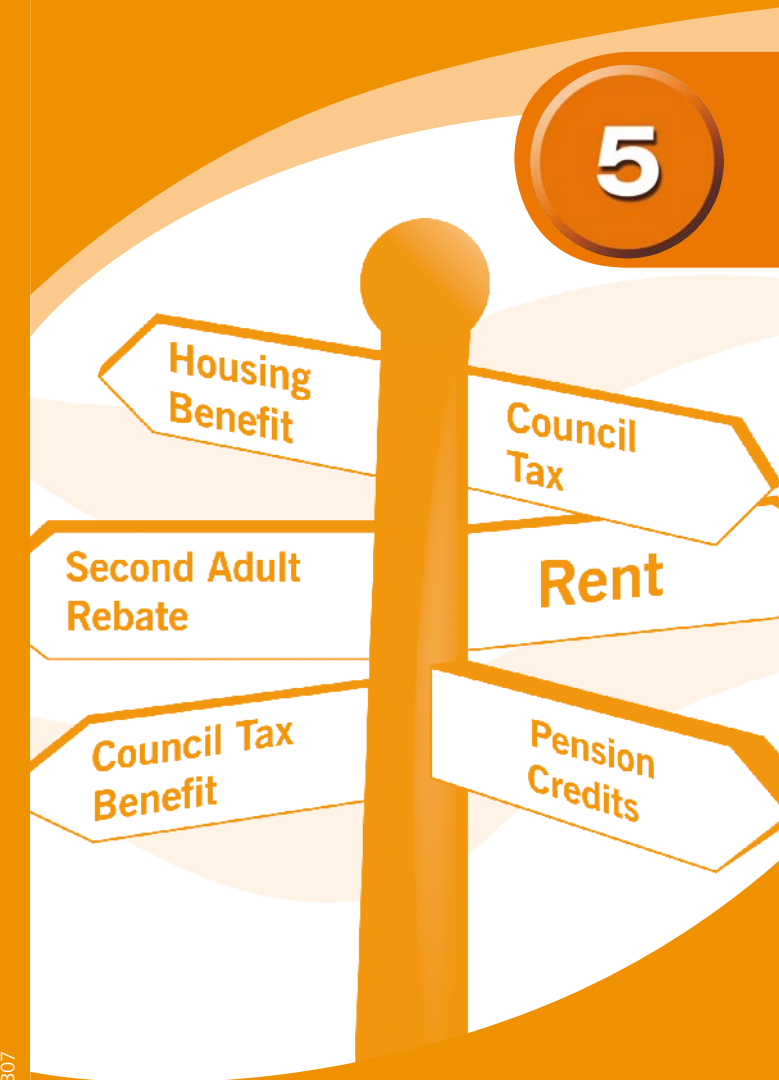
- 1 *Who can claim and how (People over 60)*
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- 3 *Under 25's/Young People*
- 4 *Lone Parents*
- 6 *People from abroad*
- 7 *Working and claiming*
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- 9 *Overpayments*
- 10 *Rents and charges*
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- 12 *Non-dependants*
- 13 *Absence from home*
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- 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*
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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.

Students

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Who is a student?

For the purpose of Housing Benefit and/or Council Tax Benefit a student is defined as any person “who is attending or undertaking a course of study at an educational establishment”

In the main, full time students are not eligible for Housing Benefit or Council Tax Benefit unless certain conditions are satisfied, although most part time students are eligible to claim.

Who is a Full Time student?

The rules for deciding who is a full time student are complicated. In simple terms you are considered to be a full time student if: -

- You are attending a further education course where more than 16 hours of guided learning is provided
- You are attending a sandwich course
- You are registered as full time on certain modular courses
- You are in higher education, such as first degree, postgraduate, teacher training etc.

Which students are eligible to claim?

- All students currently receiving Income Support or Job Seekers Allowance (Income Based)
- All part time students

- Students under 19 and not in higher education
- Students aged 60 or over or whose partners are aged 60 or over
- Students (couples or lone parents) responsible for a child or young person
- Single students responsible for a foster child
- Students who qualify for a disability benefit or are disqualified from receiving Incapacity Benefit
- Students who have been incapable of work for more than 28 weeks
- Students whose grant assessment includes a disabled student’s allowance for deafness
- Students who are absent with the consent of their educational establishment due to illness or providing care for another.
- Certain Overseas students, who come from vulnerable groups and who have satisfied either the Habitual Residence Test, the Rights of Residence Directive or the Immigration Status Test.

For more information on people from abroad please read leaflet 6 (People from abroad).

There are also rules that apply in respect of students who maintain two homes, who reside in Halls of Residence or are absent from their term time accommodation during the summer vacation. If any of these situations applies to you, you will need to speak to the Benefits Service about it.

In the case of couples, where one or both are students, contact the Benefits Service for advice about who should make the claim.

How you can claim

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 need to see details and proof of your grant, any parental contributions, covenant income and details of your course. We will look at 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)).