

Jobseekers Allowance (Income Based), long term Incapacity Benefit or Severe Disability Allowance stopped.

Please note that if you wish to claim Housing Benefit or Council Tax Benefit after the extended payment period then you must do so within 4 weeks.

What you can do if you don't agree with our decision

If you don't agree with our decision you can ask us to look at it again. If you want to dispute the decision you must do this in writing giving the reasons why you think it is wrong. You must do this within one calendar month of the date of our decision letter to you. **For more information on making an appeal please read leaflet 22 (Disputes and appeals)**

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)*
- 3 *Under 25's/Young People*
- 4 *Lone Parents*
- 5 *Students*
- 6 *People from abroad*
- 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.

Working and claiming

Version 2 February 2007

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Housing Benefit

Council Tax

Second Adult Rebate

Rent

Council Tax Benefit

Pension Credits

If you are currently working, unless you are very well paid, you may qualify for Housing Benefit/Council Tax Benefit but we will need all of your income details before we can decide how much help you can receive. The more you earn the less Housing Benefit/Council Tax Benefit you are likely to get. If you are not sure you should apply to find out if you qualify.

How you can claim

You will need to complete an application form. You will also need to provide proof of your earnings and any other income you put on your application form. **For more information on how to 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)**

Self-employed

If you are self-employed you can still claim Housing Benefit and/or Council Tax Benefit. **For more information please read leaflet 20 (Self employed)**

What proof will you need to provide

We will need to see proof of your most recent pay. You can send us either your last 5 pay slips if you are paid weekly or your last 2 pay slips if you are paid monthly. If your pay slips are not available you can ask your employer to complete a Certificate of Earnings form.

You can request a form either by: -



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



downloading a form from our website at www.swindon.gov.uk

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

For more information about the evidence you need to supply please read leaflet 25 (Verification of documents)

If you have only just started work and you don't yet have any pay slips you can ask your employer to tell us what you are likely to earn in a letter. Your claim can then be paid on a provisional basis until you can send in your pay slips.

How much of your earnings do we take into account?

We will take into account the money you earn from work after we have taken off deductions for Income Tax, National Insurance Contributions and 50% of any money you pay towards a pension. The amount left is your net pay.

We will then disregard some of your net pay before your benefit is worked out. How much is disregarded will depend on whether you are single, a lone parent, one of a couple or someone with disabilities.

We will send you a notification letter telling you how your benefit has been worked out. You should read this carefully to make sure that all the details about your income, capital and household makeup etc are correct and you must let us know straightaway if any of the information we have used is wrong.

Childcare costs

In certain circumstances we can deduct an amount for childcare costs from your earnings if an approved carer looks after your child. **For more information please read leaflet 19 (Child Care Costs)**

What happens if your circumstances change?

If your circumstances change, for example you have a pay rise, you **MUST** tell us because it may affect the amount of benefit we pay you. **For more information please read leaflet 8 (Changes in circumstance)**

If you are currently receiving Housing Benefit or Council Tax Benefit and have just started a full time job and you have been receiving certain Social Security Benefits for at least 26 weeks without a break, you may qualify for an extended payment.

What are extended payments?

Extended Payments are payments of Housing Benefit or Council Tax Benefit made for 4 weeks.

To be considered for an extended payment, you must meet the following conditions:

- You or your partner (if you have one) started full time work (for at least 16 hours each week), or have increased your hours/wages
- The work is expected to last for at least 5 weeks
- You or your partner have stopped receiving Income Support, Jobseekers Allowance (Income Based), long term Incapacity Benefit or Severe Disablement Allowance after at least 26 weeks without a break
- You must tell the Jobcentre and us within 4 weeks of starting your job.

How do you apply for an extended payment?

When you tell the Jobcentre that you are starting work, they will fill in the necessary forms and send them to us. These forms will tell us whether or not you are entitled to an extended payment.

What happens next?

If you or your partner (if you have one) has satisfied the conditions we will extend your Housing Benefit/Council Tax Benefit claim for up to 4 weeks from the Monday following the date your Income Support