


Evidence required





The council will need to see the following information when you make a claim for Housing Benefit or Council Tax Benefit. Depending on your circumstances we may require further evidence.

Original documents need to be provided and we will not be able to process your claim without these.

Photocopies will not be accepted.

Original proofs are required

The proofs that we require are recommended by the Department for Work and Pensions (DWP). Providing evidence helps us to make sure that you receive the benefits you are entitled to and that they are calculated accurately.

The list of documents is for guidance only, so you may have other documents that we could also accept as evidence. If you want to send us different documents it is best to check with us first; our contact details are on the back of this leaflet. Depending on your circumstances we may require further evidence which we will ask you for.

If you have a change of circumstances you will need to tell us, either in writing, via email or the telephone and provide evidence of the change. For more information about this see the housing benefit leaflet 'Change of circumstances'.

How to make a claim

You can visit us at the Town Hall and make a claim in person, or telephone or email, or submit a completed Housing Benefit and Council Tax Benefit claim form. You should make your claim immediately even if you do not have all the evidence we have asked for. You must send us evidence within one month of submitting your claim.

Your entitlement will normally begin from the Monday after you make your claim. You can make a claim or get more information by:

- Visiting the Town Hall between 8.30am and 5pm Monday to Friday
- Telephoning us on 01293 438611
- Emailing us at benefits@crawlley.gov.uk
- For further information visit the council's website www.crawley.gov.uk and the section 'Council Tax and Benefits'.

Visit the council's online benefits calculator at www.crawley.gov.uk/calculator to get an estimate of the amount of benefit you could get.

Home visits can be arranged for those unable to get to the Town Hall due to disability or infirmity. We also have staff that can help if English is not your first language.

1. Proof that you have to pay rent - either:

- A current tenancy agreement or
- A letter from your landlord or
- A fully completed and recently updated rent book/card.

The document needs to confirm the amount and frequency of your rent, any service charges you pay, the date you moved in and whether you are a joint tenant. If you rent from the council you do not need to provide proof of your rent.

2. Proof of National Insurance number (NINO) -

either:

- P45 or P60 from a recent employer or
- National Insurance card or
- Wage slips showing a National Insurance number or
- Letter or tax code from HM Revenue and Customs or
- Occupational pension slip

3. Two proofs of identity for you (and your partner) from the list below:

- driving licence (both parts)
- passport
- utility bill
- bank statement
- birth certificate
- building society book
- divorce papers
- marriage certificate
- residence permit
- medical card
- letter from the Home Office
- letter from a probation officer
- letter from a solicitor
- letter from a social worker

4. One proof of who lives with you in your home from the following list below:

- Child benefit letter showing name, address, date of birth and amount of benefit
- Birth certificate or passport showing your child's date of birth
- Full name, date of birth and National Insurance numbers for anyone else who lives with you but is not charged rent (non-dependants).

5. Proof of income for you (and your partner) - please provide all proofs that apply:

a) Earnings:

- five recent and consecutive weekly payslips or
- three recent and consecutive fortnightly payslips or
- two recent and consecutive monthly payslips or
- a letter from an employer on headed paper confirming your wages or
- a completed Certificate of Earned Income. You can get this form from the council.

By recent we mean for the period immediately before the date you have made your claim.

b) Self Employed Earnings:

- fully audited accounts for the last financial year or
- a completed Self-Employed Earnings Information form with evidence of your income and expenditure. You can get this form from the Council.

c) Tax Credit Award:

- award letter from HM Revenue and Customs

d) Benefits, Pensions or Allowances from the DWP:

- current award letter from the DWP

e) Proof of private pension:

- a letter from the pension company or an annual advice slip stating the amount you received.

6. Proof of all bank, building society accounts and other savings and investments:

- statements for the last two consecutive months for all bank, building society and post office accounts (even if they are not in credit)
- documented proof of any investments, ISAs, TESSAs, premium bonds, stocks and shares or property that you (or your partner) own.

7. Proof of any other income:

- student loans or grants or
- child maintenance payments or
- money lent or given by friends or family - provide a letter.

8. Proof of payments to a registered child-minder or nursery:

- Letter or receipt from child-minder or nursery showing the name of the child and the amount paid. It also needs to confirm the childminder's registration number.

This document is available in other formats on request.
Please telephone 01293 438000 if you would like a
translation or copies in Braille, large print or audio tape.

Visit the council's web site for more information on
this and other council services.

www.crawley.gov.uk

email : benefits@crawley.gov.uk

Crawley Borough Council
Town Hall
The Boulevard
Crawley
RH10 1UZ

Telephone 01293 438000

Fax 01293 511803

Office times Monday - Friday