

Dartford and Sevenoaks working together to deliver Revenues and Benefits Services

Date sent:

Case ref:

Request for Crisis & Resilience Fund Housing Payment and/or Exceptional Hardship Payments

You should supply as much detail as possible so that we fully understand your situation. You will need to tell us about all the money you have coming into your household and all the money you pay out each week/month and provide your last two months' bank statements.

Your application may be delayed if you do not submit all required supporting documents (see page 7 for the list of required documents).

Section 1: About Yourself

Name:

Address:

..... Postcode:

Date of Birth: National Insurance Number:

Please answer all the questions below. If a question is not relevant to your circumstances then please answer "not applicable". Any question not answered may result in the form being returned to you to fully complete.

Section 2: About Your Housing

1. What disabilities, health problems or special needs do you or any member of your family have?
Please provide evidence.

2. Has your property been adapted for you or any member of you family? ☐ Yes ☐ No
If **yes**, what adaptations have been made to the property?

3. Have you tried to negotiate a lower rent with your landlord?
(Private tenants only) If **no**, why not? If **yes**, what was the outcome?

☐ Yes ☐ No

4. Have you considered/tried moving to a cheaper or smaller accommodation?
Please give details or give reasons for not moving.

☐ Yes ☐ No

5. Could you take in a lodger/boarder?

☐ Yes ☐ No

6. Could a family member(s) contribute to the rent and/or Council Tax?

☐ Yes ☐ No

7. Could you live with/friends?

☐ Yes ☐ No

8. How much notice do you have to give your landlord if you want to move?

9. Has there been a death in the household in the past 12 months?

☐ Yes ☐ No

If **yes**, please give details.

10. Do you have rent arrears?

☐ Yes ☐ No

If **yes**, how much? **(You must provide proof)**

11. Have you set up a repayment arrangement for rent arrears?

☐ Yes ☐ No

If **yes**, give details. If **no**, why not?

12. Has your landlord taken any action against you to recover the arrears?

☐ Yes ☐ No

If **yes**, please tell us what action they have taken (**you must provide proof**).

13. If this is a new or recent tenancy, before you signed the agreement did you:

- Seek advice and, if so, from whom?
- Find out the maximum Universal Credit Housing Costs payable, and if so, from whom?

14. What long term action are you taking to help your problem in meeting your housing costs?

15. If you already received an award of CRF-HP/EHP which is ending and you are re-applying because you still need help with housing costs and/or Council Tax, please explain what action you have taken during the period of your previous award to help your situation.

Section 3: About Your Capital & Savings

16. Please list all the bank accounts (including Post Office accounts) and other savings and/or investments held by you and, if applicable, your partner. Include accounts held in your sole name and joint accounts, even if they are overdrawn or rarely used.

Please provide the latest 2 months' statements for each account showing your name, address and bank details.

State the name of the bank(s) etc and the type of account(s) and the account number(s).

Section 4: Additional Information

17. If you have Sky/cable TV, internet, phone contracts, please give the date your contract started and details of how long you are tied into your current agreement.

18. If you own a car, please detail the make, model, age and registration number.

19. Is the car a Motability car? If **yes**, please give details.

☐ Yes ☐ No

20. Do you pay for a home help or a carer to come into your home to care for you?

☐ Yes ☐ No

If **yes**, please give details.

21. Do you have any non-dependants?

☐ Yes ☐ No

If **yes**, how much do they contribute towards the household each week?

22. Have you any debts?

☐ Yes ☐ No

If yes, from whom have you sought advice on how to clear the debts? Please give details.

23. **Please use this space** if you wish to explain further why you need extra help with your rent and to tell us anything else about your circumstances which might be relevant to this application even if you think it is not very important.

Section 5: Income and Expenditure

Outgoings	Who do you pay?	Amount	How often is it paid?
Rent (amount not covered by HB or UC Housing costs)		£	
Council Tax		£	
Electricity		£	
Gas		£	
Other (please specify)		£	
Water rates/sewage		£	
TV licence		£	
Satellite, cable rental or digital TV		£	
Home phone		£	
Mobile phone		£	
Internet		£	
Household shopping		£	
Clothing		£	
Home Insurance		£	
Personal Insurance		£	
Pet Insurance		£	
Car Tax		£	
Car Insurance		£	
Petrol/diesel		£	
Car maintenance/MOT		£	
Transport costs (buses and trains)		£	
Maintenance payments paid out for children		£	
Childcare (the amount you pay after Government funding has been deducted)		£	
School expenses		£	
Children's clubs		£	
Loans		£	
HP payments		£	
Catalogues/shopping clubs		£	
Credit card		£	
Other		£	
Other		£	

Please provide evidence of your outgoings. Photocopies will be accepted.

Income	You	Your partner	How often is it paid?
Net earnings from employment	£	£	
Income Support, Jobseeker's Allowance, Employment and Support Allowance, Pension Credit or Universal Credit	£	£	
Working Tax Credit	£	£	
Child Tax Credit	£	£	
Maintenance/Child Support	£	£	
Child Benefit	£	£	

State Retirement Pension	£	£	
Private Pension	£	£	
Occupational Pension	£	£	
Incapacity Benefit	£	£	
Carers Allowance	£	£	
Disability Living Allowance (care component) OR Personal Independence Payments (daily living)	£	£	
Disability Living Allowance or Personal Independence Payments (mobility component)	£	£	
Money received from family or friends	£	£	
Income from lodgers or adult children living with you	£	£	
Other	£	£	
Other	£	£	

Your debts that you are not making payment for

Please provide evidence of these debts.

Who do you owe the money to?	How much do you owe?
	£
	£
	£
	£

Section 6: Payment of Crisis & Resilience Fund Housing Payment

If your request is successful, who would you like payment(s) made to? ☐ You ☐ Your Landlord

If you are receiving Universal Credit, please provide the bank details of where payments are to be made.
If you are in rent arrears the payment will be made direct to your landlord.

Bank name	
Account number	
Sort code	
Account holders name	

Section 6a: Payment of Exceptional Hardship

If your request is successful a payment will be made to your council tax account and an amended council tax bill will be sent to you. This is not a cash payment.

Note

Have you provided the evidence required to make a decision on your CRF-HP/EHP claim?

- Last two months' bank statements
- Receipts, if you pay your bills in cash
- Proof of your debts
- Your tenancy agreement if you are renting from a Private Landlord.
- Your latest rent increase letter if you are renting from a Social Landlord.
- Rent statement from your landlord

A CRF HP may be awarded to reduce rent arrears, but it will not fully clear them.

If you have rent arrears, you must seek advice from the Housing Department before a CRF HP payment can be considered towards them.

You can email the evidence required to qualityteam@sevenoaks.gov.uk

Have you answered **all** the questions? If no, the form may be returned to you.

Section 7: Declaration

Please read this declaration carefully before you sign and date it.

Warning:

If you provide false statements, information or documents to support your claim or you continue to receive benefit when you knowingly fail to tell us about any relevant change of circumstances which happen after the date you make a claim, you will be guilty of an offence and may be prosecuted.

I understand the following:

If I give information that is incorrect or incomplete, you may take action against me. You will use the information I have provided to process my claim for Crisis & Resilience Fund Housing Payment and/or Exceptional Hardship Payment. You may check some of the information with other sources within the Council, rent offices, and other Councils.

I declare the information I have given on this form is correct and complete.

Signature: Date:.....

Print full name:.....

Daytime telephone number:.....

Email:

Data Protection - how we collect and use information

All personal data is processed in compliance with the Data Protection Act 2018. We will not give information about you to anyone else, or use information about you for another purpose, unless the law allows us to. We may check information you have provided, or information that someone else has provided, with other information we hold. We may get information about you from certain third parties, or give them information to:

- make sure the information is accurate
- prevent or detect crime
- protect public funds
- make checks on undeclared co-habitors

These third parties include Government departments, local authorities and private sector companies such as banks and organisations that may lend you money.

Dartford Borough Council and Sevenoaks District Council are the data controllers. Any information you provide us with will be treated in accordance with our Privacy Notice which can be found at **www.dartford.gov.uk** for Dartford residents or **www.sevenoaks.gov.uk** for Sevenoaks residents.

If this form has been filled in by someone other than the claimant please complete below:

Signature: Date:.....

Print full name:.....

Relationship to person applying:.....

As far as possible I have confirmed with the person claiming that the answers I have given on this form are correct.

Send this form to:

Benefits Shared Services or email to qualityteam@sevenoaks.gov.uk

Please contact your local Council by email, telephone or in person using the details below.

Online

Dartford Borough Council	www.dartford.gov.uk
Sevenoaks District Council	www.sevenoaks.gov.uk

By telephone

Dartford Borough Council	01322 343705
Sevenoaks District Council	01732 227000

In person

For personal visits, please choose whichever location you prefer as we now deal with enquiries or receive documents for both councils at any of the contact points listed below.

Dartford Borough Council

Civic Centre, Home Gardens
Dartford
Kent DA1 1DR

Tel: 01322 343705

Fax: 01322 343968

Email: benefits@dartford.gov.uk

Web: www.dartford.gov.uk

Main Office – Civic Centre, Dartford
Monday to Thursday – 8:45am to 5:15pm
Friday – 8:45am to 4:45pm

Sevenoaks District Council

Council Offices
Argyle Road
Sevenoaks
Kent TN13 1HG

Tel: 01732 227000

Fax: 01732 743052

Email: benefits@sevenoaks.gov.uk

Web: www.sevenoaks.gov.uk

Main Office – Argyle Road, Sevenoaks
Monday to Thursday – 8:45am to 5:00pm
Friday – 8:45am to 4:45pm

What do I do when my circumstances change?

If your circumstances change at any time, please remember that you must tell the Council straight away. This includes if anyone in your household has a change in income or capital, someone has joined or left your household, Child Benefit has ended or you move.

These are examples only. If in doubt tell us straight away. If you don't report the change within one calendar month of it happening and the change results in an overpayment, you may have to pay a civil penalty as well.

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