

Help with paying rent

আপনার বাড়ির ভাড়া দেওয়ার জন্য সাহায্য

幫助你繳付租金

તમારું ભાડું ચૂકવવામાં મદદ

Pomoc w płaceniu czynszu

کرایہ ادا کرنے میں مدد

RESIDENT
APPROVED



The Government Standard

Help with paying rent

How we can help

We will make an appointment with you before your tenancy starts or at any point in your tenancy, at your request, to tell you about:

- the range of payment options
- benefits and tax credits which may help increase your income
- how we recover arrears
- details of independent organisations which can advise you on managing your money.

There are links on our website to the Council's and Directgov's on-line benefits calculators. We can also refer you to Gloucester City Council's Welfare Rights Team who will visit you at home to make a benefit assessment.

We can also help you if you need help to set up a bank account.

Managing debts

If you are worried about managing your money, we can refer you to a partner agency to help you with budgeting and dealing with any debts you may

have. They can help you prioritise and negotiate with creditors. We can refer you for support to help you if you are struggling to manage your home and bills.

If you have 2 debts with the City Council 1 of which is rent (and you owe over £500) the Corporate Debt Scheme could help you. You can make 1 payment, which the Council will

share amongst the debts you have with them. While you are on the scheme all legal action will stop. If you don't stick to your payment agreement, they will take you off the scheme and start legal action again. If you think you would qualify for the scheme please contact the Citizen's Advice Bureau, Law Centre or GL Communities.



Housing and Council Tax Benefit

You may be able to claim Housing Benefit to help you pay your rent and Council Tax if you are on a low income or unemployed.

There is one form to claim both benefits. You can get an application form from us or the Council's Benefits office at Herbert Warehouse at the Docks. Or you can download a form from our website or direct from the Council's website.

How much benefit could I get?

Depending on your circumstances you could get up to 100% of your rent and Council Tax paid for you.

The amount you get will depend on things like the

size of your family, your rent, income and any savings you have.

If someone living in your home has an income, such as a weekly wage, or gets benefits, the Council may reduce your benefit. You would then have to ask that person to pay you the difference, so that you can pay the rent due.

As well as these benefits, there are many types of discount available to reduce your Council Tax bill. For example if you live alone, you can get a 25% discount on your Council Tax bill. For more information please contact us.

Income Support / Job Seeker's Allowance

If you are on Employment and Support Allowance or Job Seeker's Allowance, please tell us when you

fill in the claim form. If you have been unemployed or claiming Income Support and you start work, you could get extra Housing Benefit to help you pay your rent. You can get this help for the first 4 weeks after you go back to work. You must claim it within 8 days of the end of your time on Income Support or Job Seeker's Allowance.

If your circumstances change

Remember to tell the Council's Benefits Service straight away if your circumstances change, as it may affect your benefit. If they pay you too much because you haven't told them, they may reduce your Housing Benefit until the money is paid back. This will mean you have to pay more rent.



Benefit fraud

It's important to always give the Council the correct information. You will be prosecuted if you give false information. If you know someone is giving false information to get benefit, please contact the Benefit Fraud Team on 0800 731 7111.

Important things to remember when applying for benefit

- claim straight away. Any benefit due will only be paid from the day you apply
- send in your form even if you haven't got all your income details to hand
- if you are asked for more information - send it in straight away. If you don't, you may lose benefit. Our staff are trained verification

officers and can take information for you

- Gloucester City Council will not backdate your Housing Benefit unless there is a very good reason
- check regularly that your claim is being processed and the money paid into your rent account. You can check your benefits online at www.gloucester.gov.uk

The Council will pay any Housing Benefit direct to your rent account and any Council Tax Benefit direct to your Council Tax account.

If you are moving home you only need to complete a shorter change of circumstance form. Ask us or the Council's Benefits Service for the form and any help you need to complete it.

Need more benefit advice?

For general advice on rent, charges and benefits please contact us.

We will give you benefit advice:

- before you become our tenant
- during your tenancy if your circumstances change, you get into arrears or you ask our advice
- when your application needs renewing.

Our staff are trained to verify any evidence you need to provide.

For specialist advice on claiming Housing or Council Tax Benefit,

please contact the Council's Benefits Service on 01452 396483 or visit the Council's benefits web pages at www.gloucester.gov.uk

We can refer you for money and benefits advice to agencies that can help you.

There are different rules for pensioners and working age applicants.



Tax credits from Her Majesty's Revenue and Customs

There are two types of tax credit: Child Tax Credit and Working Tax Credit. They are for people on low incomes who need extra financial help to care for a child or young person, and are employed or self employed.

For more advice please contact HM Revenues and Customs on 0845 300 3900 between 8am and 8pm, 7 days a week or at www.direct.gov.uk This website includes detailed advice on who qualifies and an on-line calculator.

If you don't have internet access, please contact us. We can help you get the information and use the calculator.



Pension Credit from the Pension Service

If you are aged 60 or over and have a low income you may be entitled to Pension Credit.

For more advice please contact the Pension Service on 0800 99 1234 8.00 am to 8.00 pm Monday to Friday and 9.00 am to 1.00 pm on Saturdays or visit www.direct.gov.uk This website includes detailed advice on who qualifies and an on-line calculator.

If you don't have internet access, please contact us We can help you get the information and use the calculator.

For more information please contact us. Or visit our website www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Service standards

We will:

- advise you about claiming welfare benefits and tax credits
- help you apply for Housing and Council Tax Benefit
- provide a link on our website to a benefits/ tax credits calculator and help you use it if you don't have internet access.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)
or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu